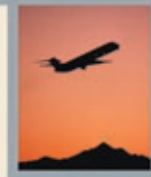


# *San Mateo County* **Occupational Outlook Report**



**2001**

## **A Product of**

The California Cooperative Occupational  
Information System (CCOIS)  
([www.calmis.ca.gov](http://www.calmis.ca.gov))

## **Sponsored by**

NOVA  
([www.novaworks.org](http://www.novaworks.org))

The California Employment Development  
Department (EDD)  
([www.edd.ca.gov](http://www.edd.ca.gov))

The California Occupational Information  
Coordinating Committee (COICC)  
([www.soicc.ca.gov](http://www.soicc.ca.gov))

## **For More Information Please Contact**

NOVA  
505 W. Olive Avenue, Suite 550  
Sunnyvale, CA 94086  
Phone: (408) 730-7232  
Fax: (408) 773-9054  
[www.novaworks.org](http://www.novaworks.org)

# *San Mateo County* **Occupational Outlook Report 2001**

# Acknowledgements

## **California Cooperative Occupational Information System**

County of San Mateo Human Services Agency  
San Mateo County Workforce Investment Board  
Don Mendel, Chair  
Robert Schwab, Director

### **Project Staff**

Rob Gamble, Project Manager  
Sherri Calderhead, Project Supervisor  
Jessica Blair, Project Coordinator  
Vanessa Costa, Project Assistant  
Laura Mangan, Project Assistant  
Allen Trac, Project Assistant  
Christy Byrne, Project Assistant  
Dana Kelly, Graphic Designer  
Kenneth Dodds, Graphic Designer

## **We Would Also Like To Recognize**

### **EDD's Labor Market Information Division Staff:**

Randy Robin, Research Analyst  
Ruth Kavanagh, Labor Market Consultant  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

### **Employers**

The employers who took their valuable time to answer our occupational surveys.

### **Resources**

Employers, educators, union representatives and other resource people who were contacted because of their expertise in the occupation.

# *San Mateo County* **Occupational Outlook Report 2001**

# Table of Contents

## Introduction

---

Introduction . . . . .	.iii
Project Methodology . . . . .	.v
Description of Occupational Tables . . . . .	.vii

## Occupational Tables

---

Adjustment Clerks . . . . .	.2
Aircraft Mechanics . . . . .	.4
Cardiology Technologists . . . . .	.6
Cashiers . . . . .	.8
Combined Food Preparation and Service Workers . . . . .	.10
Computer Aided Design (CAD) Technicians . . . . .	.12
Computer Engineers . . . . .	.14
Computer Network Technicians . . . . .	.16
Construction Managers . . . . .	.18
Counter and Rental Clerks . . . . .	.20
Dieticians and Nutritionists . . . . .	.22
Financial Managers . . . . .	.24
First Line Supervisors and Managers/Supervisors - Sales and Related Occupations . . . . .	.26
Flight Attendants . . . . .	.28
Graphic Designers . . . . .	.30
Heating, Air Conditioning, and Refrigeration Mechanics and Installers . . . . .	.32
Internet Web Site Designers/Developers (Webmasters) . . . . .	.34
Maids and Housekeeping Cleaners . . . . .	.36
Mechanical Engineers . . . . .	.38
Paralegal Personnel . . . . .	.40
Physicians' Assistants . . . . .	.42
Police Patrol Officers . . . . .	.44
Radiologic Technologists . . . . .	.46
Reservation and Transportation Ticket Agents . . . . .	.48
Teachers - Secondary School . . . . .	.50

## Appendix

---

Appendix A: Training Providers by Occupation . . . . .	.53
Appendix B: Index of Training Providers . . . . .	.55
San Mateo County Training Directory . . . . .	.59

## Overview

The San Mateo County Labor Market Information Study is produced as part of a state-wide project called the California Cooperative Occupational Information System (CCOIS). The program is a cooperative effort between NOVA, the County of San Mateo Human Services Agency and the State of California Employment Development Department's (EDD), Labor Market Information Division (LMID). It is an annual study conducted to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. Funding for this study is provided by EDD and NOVA.

## A Partnership

This report was developed through a partnership between the County of San Mateo Human Services Agency and NOVA, in order to provide locally developed regionally specific information.

## NOVA

For 18 years, NOVA has built opportunities for workforce development in Silicon Valley. The Federal Job Training Partnership Act, which originally legislated the Private Industry Council, was replaced in 1998 by the Workforce Investment Act. Newly renamed the NOVA Workforce Board, this council directs NOVA, offering a wide range of counseling and training services to job seekers throughout the Valley. The Board represents a wide range of businesses and communities residing in Silicon Valley.

The services provided by NOVA benefit both employers and job seekers. Employers can receive assistance with their hiring, retraining or out-placement needs. Job seekers may receive vocational testing and counseling as well as assistance in obtaining the competitive skills necessary to enter the workforce. NOVA also offers services funded outside of WIA such as this labor market information study and other special projects for employee retraining, veterans, youth, the homeless, and individuals with disabilities.

As a primary administrator of local employment and training funds, and an organization established to coordinate private and public efforts in that area, NOVA is in an ideal position to act as the coordinator of the local

portion of the California Cooperative Occupational Information System. NOVA therefore sought and obtained funding to be one of the first pilot sites in the state for this project. This year marks the thirteenth year of NOVA's participation in the project.

## Labor Market Information Division (LMID)

This project is administered by LMID to encourage state/local cooperation in gathering, analyzing and distributing occupational information. LMID has access to an extensive state database from which to provide information and projections concerning local labor market conditions. LMID's expertise, technical assistance and database have all been made available to NOVA and, through this publication, are now being made available to you.

Note: The various tasks of each organization in the survey process are described in Project Methodology.

## Uses of the Data

The data in this publication has been gathered, analyzed, and is distributed with the intention of being used by a variety of organizations and individuals for many different purposes. Some of the most important uses are listed below.

**Career Decisions:** The Occupational Tables have been specifically designed for use by career counselors and job seekers to provide easy to read local information on 25 occupations. The localized information includes employer requirements and preferences, wages, and labor supply and demand. It may help career counselors and job seekers make informed occupational choices based on skills, abilities, interests, education, and personal needs.

Note: In the "Description of Occupational Outlook Tables," each section of the table is defined. Suggestions for interpreting the data have been made in italics. It is hoped that this format will make it easier for career counselors to use this data effectively when working with clients.

**Placement and Job Development:** When job counselors and job developers are looking for appropriate placements for clients, the Occupational Outlook Tables can also be of help.

# Introduction

**Note:** Supply & Demand information is provided to assist job seekers in making a decision as to whether a particular occupation is appropriate for their skills, abilities, education and needs. The information may help the counselor and job seeker assess the job market and become more aware of the job skills which San Mateo County employers rate as important for entry into the occupation. The information provided under the title “Where the Jobs Are” can guide the job seeker toward industries which are the largest sources of employment for that occupation.

**Vocational Program Planning:** The report provides local planners and administrators with employment data including occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

**Note:** The Occupational Tables provide local planners with the Supply & Demand, Occupational Size and Expected Growth Rate information. This section summarizes data collected from state tax records as well as a federal occupational survey and information collected directly from local employers. This multi-source information will make it possible to make more confident judgements concerning the suitability of occupations for training.

**Curriculum Design:** Training providers can assess and update their curriculum based on current employer needs and projected trends as indicated in this report.

**Note:** The “Skills and Other Requirements” section of the Occupational Tables, which provides information on employer skill preferences.

**Economic Development:** Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, which is useful in determining the potential for business growth and development in the San Mateo County labor market area.

**Note:** Information on Supply & Demand, Occupational Size and Growth Rates, and Wages & Benefits can be used in establishing the suitability of San Mateo County for specific types of business growth and development.

**Program Marketing:** Training providers can effectively market their programs by informing students, employ-

ers, and others that the chances for job placements are much greater because their programs are developed using reliable local information.

**Human Resource Management:** Small business owners and large corporate human resource directors alike can use this report to determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

**It is hoped that this publication will meet the needs of its users. If you have any suggestions for improvement, please contact NOVA's LMI Project Coordinator at (408) 730-7232.**

# Project Methodology

LMID developed Occupational Forecast Tables specifically for San Mateo County (Appendix D). These tables provide 1997 employment by occupation, projected over a seven year growth period. Separation figures and occupational distribution by industry are also provided.

These tables contain information on over 400 occupations. They are generated using state unemployment insurance records of San Mateo County businesses as well as from the federally financed Occupational Employment Statistics (OES) survey of occupational distribution. Each occupation is identified according to Standard Industrial Classification (SIC) titles.

## **Occupational Selection Criteria**

NOVA applied the following criteria to narrow the list of possible survey occupations to 25:

- The occupation must have a substantial employment base in the county;
- There must be a substantial number of projected job openings in the county;
- There appears to be present and future occupational growth;
- There appears to be a substantial potential for earning capacity;
- The training time required for the occupation must be two years or less, allowing for some exceptions based on the strength of the other criteria;
- The skills requirements are impacted by some fluctuation in the labor market or emerging technology.

## **Survey Sample Selection**

A preliminary list of occupations were developed. This list was reviewed by Workforce Investment Board (WIB) staff. From their input, some occupations were eliminated and others added. A final list of occupations was then selected. Each occupation was clearly defined and an appropriate OES/DOT title was assigned. After the occupations were selected, defined, and the appropriate OES/DOT titles assigned, LMID developed an employer sample for each occupation. When drawing

up the employer sample, the pattern of distribution of industries was considered. Industries are classified by the Standard Industrial Classification manual. There are nine major industry groups; some examples are agriculture, construction, manufacturing, and retail trade.

LMID staff, using detailed databases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a medical assistant would generally work for a firm classified in the health services category, whereas a word processor may be scattered across several industries—health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. If 20 percent of San Mateo County workers in an occupation were found in a specific industry, then 20 percent of the sample was drawn from that industry.

The sample was carefully reviewed, and employers were called to verify company name and address, confirm the existence of the occupation at the company, and obtain the name of a contact person. Employers were added or deleted as appropriate. The final sample included up to 40 employers for each occupation.

## **Questionnaire Development**

Separate questionnaires were developed for each of the 25 occupations.

## **Data Collection**

After the mailing, all employers who did not return a completed questionnaire by the designated deadline, received a follow-up phone call. Data collection began June 2001 and was completed in November 2001. Employers were given the opportunity to respond to the questionnaire over the phone or return it by FAX or mail. Additional employers were added to the original sample as necessary to ensure meeting a 50% response rate and to survey 40% of the sample's projected employment size.

All surveys were reviewed for accuracy of the data, and employers were re-contacted if answers were missing,

# Project Methodology

unclear or conflicted with other answers. In addition to contacting employers, the NOVA staff, when necessary contacted labor unions, employment agencies, training providers, etc. to learn more about a specific occupation.

**Tabulation:** The survey responses were entered into a database and tabulations were prepared. From these tabulations, the data was analyzed and the final occupational summary reports were prepared by NOVA staff. Each occupational statement provides information on training and hiring requirements, size of the occupation and expected growth rate, supply and demand assessment, major employment sources, and other information. Specific employer information is confidential and cannot be released.

## Disclaimers

---

The wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

Please note that percentages may not add up to 100 in the Occupational Tables due to rounding.

The Employment Development Department (EDD) does not endorse the schools listed in the California Training and Education Provider (CTEP). Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile.



# Description of Occupational Tables

## Overview

The Occupational Tables (pages 1-50) present a summary of the project's findings by occupation. A separate table is presented for each of the 25 occupations for which surveys were completed. Major sections of each table include:

- Occupational Title and OES Code  
Occupational Definition
- Wages & Benefits
  - Wages
  - Benefits
  - Hours Worked
  - Shifts
- Employer Requirements
  - Education
  - Training & Experience
  - Skills, legally mandated requirements and other requirements
- Projections
  - Forecast levels
  - Employment Levels
    - Past 12 months
    - Next 24 months
- Supply & Demand
  - Difficulty in Finding Applicants
  - Recruitment Methods
  - Turnover
- Where the Jobs Are
- Size of Occupation
  - Range
  - Gender
- Training Providers

The following is a brief description of each section of the tables, definitions of terms relevant to the specific sections, and suggestions concerning how the information can be used effectively.

## Occupational Title and OES Code

---

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, October 1991.

Note: An OES code is not listed for the following occupations since they do not fit into any OES classifications: Computer Aided Design (CAD) Technicians, Computer Network Technicians, Graphic Designers, and Internet Web Site Designers/Developers (Webmasters). These occupations were selected for the survey based on the needs of the local users of occupational information.

## Wages & Benefits

---

### Wages

Wage data serves as a guide for comparing salaries of one occupation to those of another. The information helps ascertain the exact calculated salary ranges and median wages for each occupation. Where applicable, this information is provided for both union and non-union employees. All wages reflect responses given by employers surveyed.

Please note that this data is not meant to represent official prevailing wages and should be used (if at all) with caution for wage and salary administration. Wages are reported for three occupational levels as follows:

- **New Hires:** wages generally paid to persons trained or qualified but with little or no paid experience in the occupation.
- **New Hires Who Are Experienced:** starting wage generally paid to journey-level or experienced persons who are just starting at the firm.
- **Experienced Employees (3+ years w/the firm):** wages generally paid to individuals with three years or more experience at the firm in that occupation.

# Description of Occupational Tables

## Benefits

The benefits section identifies what percentage of the employers surveyed offer benefits to employees (both full-time and part-time where applicable) in the occupation. This section also indicates who pays for the benefits, e.g., employer pays all, employee pays all or both share the cost.

Note: Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision. Ranges are also considered to be representative.

## Hours Worked

This section identifies typical working hours of employees in the occupation. More specifically, it shows how many hours per week they work on average, (if at all).

## Shifts Worked

This section identifies what shift the employees work in the occupations, Day, Swing or Graveyard.

## Employer Requirements

---

### Education

This section identifies the minimum level of formal education that firms require when hiring a candidate into the specific occupation.

Note: While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

### Training & Experience

**Training:** Generally refers to training as provided by Regional Occupational Programs, adult education, private vocational schools, state approved apprenticeship programs and community college training programs. Some occupations have legal or voluntary licensing, registration, or certification requirements which stipulate training or proficiency tests. Details are provided where applicable.

Note: It should be noted that just meeting employer requirements may not be sufficient for employment. Often, the

difference between obtaining employment for an inexperienced person is completion of the preferred levels of education and training. This is particularly true in occupations where supply exceeds demand and the inexperienced are competing with the experienced.

**Experience:** The type and amount of experience required by employers and areas in which employers look for experience is noted in this section. If training is an acceptable substitute for work experience, that is also noted.

This section provides a good indication of the degree of competition for jobs in the occupation. The more experience an employer requires, the stronger the competition and the harder it will be to enter the occupation with the proper qualifications but no experience.

### Skills & Other Requirements

This section provides a summary of employer requirements and preferences in relation to the occupation. It is divided into five categories: Technical Skills, Physical Skills, Personal Skills, Basic Skills, and Computer Software Skills.

Note: With the passage of the Americans With Disabilities Act in 1990, employers must determine the "essential functions" of a position. The designation of a skill as "very important" or "important" is based upon employer preference. These terms are in no way meant to determine which skills are "essential functions" of the position. Employers will have to make that designation for each occupation at their firm. It is also important to note that although employers report their preferences as to physical skills, the Act also states that "reasonable accommodation" must be made for applicants and employees who have a disability. For more information about the Americans With Disabilities Act, contact NOVA at (408)730-7232.

## Projections

---

### Forecast Levels

This is a relative term relating to the rate of growth projected for the occupation from 1997-2004 in San Mateo County. The Occupational Forecast Tables (Appendix D) provided by EDD/LMID show a growth projection for each occupation. These projections are evaluated against data collected from employers, and from trade

# Description of Occupational Tables

associations, schools and industry analysis to provide a reasonable estimate of growth potential.

Projections are generally the numbers that are most relied upon to provide an indication of whether an occupation is expected to have high demand for new employment. Although it is a good starting point, other factors, such as separations, should be considered in attempting to determine the availability of job opportunities in an occupation.

The average projected growth for San Mateo County is 18.4% during the seven year period of 1997-2004. Ranges have been established around the 18.4% average as follows:

- Much Faster = 27.6% and above  
than Average
- Faster than Average = 20.2% – 27.5%
- Average = 16.6% – 20.1%
- Slower than Average = 1.8% – 16.5%
- Remain Stable = -1.8% – 1.7
- Slow Decline = -1.9 or less

Growth data can help determine if an occupation is likely to provide increasing or decreasing job opportunities in the future. Even in growing occupations however, the supply of qualified people could exceed the demand for a variety of reasons, including small occupational size, large numbers of people who already meet the occupational requirements, and/or large numbers of people being trained for that occupation.

## Employment Levels

### Past 12 Months

### Next 24 Months

This chart reports how employers responded when asked, if during the past 12 months, employment in an occupation declined, remained stable, or grew. Employers also responded to whether they expect employment in an occupation to decline, remain stable or grow over the next 24 months.

## Supply & Demand

### Difficulty in Finding Applicants

Information in this section reports the level of difficulty employers have finding both inexperienced as well as fully experienced and qualified applicants. Terms used to describe levels of difficulty employers have finding candidates are as follows:

**Not Difficult**—Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

**Moderately Difficult**—Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants. Qualified applicants encounter little competition in their job search.

**Very Difficult**—Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Note: Overall, this section provides the best current indication on the degree of ease or difficulty for a job seeker to obtain employment in the occupation. The information is not absolute, and it can change over time, but it provides a good tool in selecting an occupation for employment in the immediate future. Other factors, such as size of the occupation, projected growth, and separations (discussed in employment trends), should also be taken into consideration when deciding on the suitability of an occupation. In most cases, the most desirable occupations requiring the least training will be difficult to enter. Occupations that are easy to enter may have elements that are not attractive to the job seeker. Sometimes starting in an occupation considered less desirable will provide the job seeker with the experience required to enter a more desirable occupation at a later time.

### Recruitment Methods

This section lists the top recruiting methods the surveyed employers use when recruiting for the occupations.

# Description of Occupational Tables

## Turnover

A comparison of the total number of employees in the occupation to vacancies filled resulting from promotions and employees leaving the firm in the past 12 months. For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations than of industry growth. Replacement openings are most numerous in occupations with relatively low training. The formula used to calculate annual turnover percentage is as follows:

$$\frac{\# \text{ of Promotions} + \# \text{ of Employees Leaving Firm}}{\text{Total \# of Employees in Occupation} - \# \text{ of New Positions}}$$

## Where The Jobs Are

This section provides a list of types of industries which are the largest sources of employment for the occupation in San Mateo County. The titles are from the Standard Industrial Classification system, as used in the 1997-2004 Occupational Forecast Tables (Appendix E). This information is helpful to job seekers and job developers by identifying industries most likely to provide employment in the occupation. It is often recommended that job seekers contact employers within major employing industries in order to get more specific information for career planning.

## Size of Occupation

**Range**—This is a relative term assigned to the number of people employed in the occupation as reported in “Annual Average 1997.” The designation is different for each county and is based on the size of the work force in the county.

The number for San Mateo County is converted to the relative term based on the following table:

• Small	=	496 or less
• Medium	=	497 – 992
• Large	=	993 – 2,149
• Very Large	=	2,150 or more

The size of the occupation is important because it influences the availability of jobs. For instance, an occupation that is growing very slowly but is also very large could still be a good source of employment. Conversely, an occupation that is growing rapidly but is small in size may not provide good job opportunities at this time for significant numbers of people.

**Gender**—This section gives a percent breakdown of gender distribution in the particular occupation. It is stated as a percentage of the employees represented.

## Training Providers

Appendix A has a list of the Training Providers for each occupation.

Appendix B lists the Training Providers in alphabetical order with detailed information on the address and phone number. Appendix B can be used as a cross reference with Appendix A.

**Note:** It should be noted that just meeting employer requirements may not be sufficient for employment. Often, the difference between obtaining or not obtaining employment for an inexperienced person is completion of the preferred levels of education and training. This is particularly true in occupations where supply exceeds demand and the inexperienced are competing with the experienced.

# **Occupational Tables**

# Adjustment Clerks

OES: 531230

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill.

## Wages & Benefits

### Wages union and non-union

	Low	High	Median
New hires, no experience	\$8.00	\$15.34	\$12.19
New hires who are experienced	\$9.00	\$17.26	\$15.11
3 years with firm, experienced	\$11.50	\$20.73	\$18.22

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	67%	0%	33%	8%	0%	0%
Dental	58%	0%	42%	8%	0%	0%
Vision	50%	0%	33%	8%	0%	0%
Life	58%	0%	25%	8%	8%	0%
Sick Leave	75%	0%	0%	0%	0%	0%
Vacation	75%	0%	0%	0%	8%	0%
Retirement	58%	0%	17%	0%	0%	0%
Child Care	8%	0%	8%	0%	0%	0%
Other*	8%	0%	0%	0%	0%	0%

\*Stock Options

### Hours Worked per week (avg.)

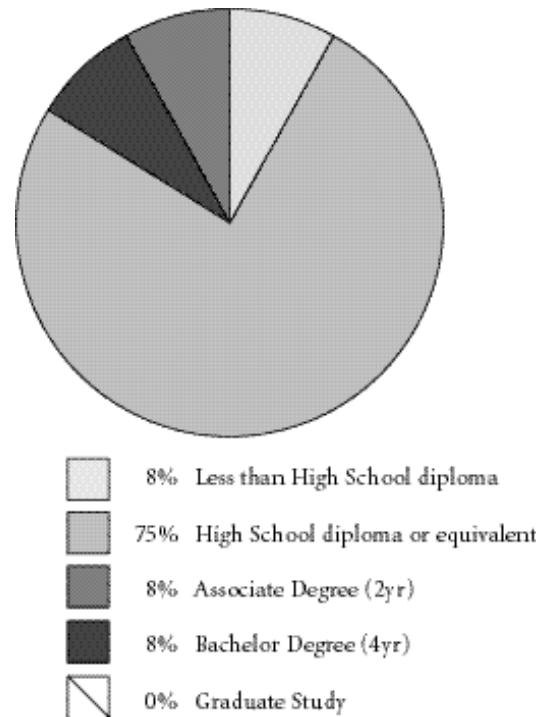
Full-time	40
Part-time	25
On-call	0
Seasonal	0

### Work Shifts

Day
Swing
Graveyard

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	67%	8%	25%

Previous experience required: 15 mos. on average

Training as a substitute for experience	Yes	No	Not Required but Preferred
	73%	27%	0%

3 mos. of training on average can be substituted for experience.

# Adjustment Clerks

## Skills & Other Requirements

### Technical Skills

- Alphabetic and numeric filing skills
- Ability to perform detailed clerical work
- Telephone answering skills
- Ability to write effectively
- Problem solving skills
- Ability to type 45 wpm

### Personal or Other Skills

- Understanding a wide variety of cultures
- Willingness to work with close supervision
- Ability to work independently
- Customer service skills

### Basic Skills

- Basic math skills
- Oral communication skills
- Ability to write legibly
- Ability to read and follow instructions

### Computer Skills

- Word processing
- Spreadsheet
- Database

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 19.6%

## Recruitment Methods

64%	Other = Word-of-Mouth, Job Boards
64%	Newspaper Ads
55%	Internet
36%	Employee Referrals
9%	Private Employment Agencies

## Projections

The projected growth for the period of 1997-2004 for **Adjustment Clerks** is 21.6% (faster than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	8%	33%	58%
Projected over the next 24 months	0%	36%	64%

## Where the Jobs Are

- Misc. Business Services
- Investment Offices
- Freight Transportation Arrangement
- Air Transportation, Scheduled
- Measuring and Controlling Devices
- Personnel Supply Services
- Telephone Communications
- Department Stores
- Computer and Data Processing Services
- Paper and Paper Products
- Commercial Printing

## Size of Occupation

Size as of 1997=1,760 employed  
Large (993-2,149)

## Gender

Male	28%
Female	72%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Aircraft Mechanics

OES 853230

Aircraft Mechanics repair and maintain the operating condition of aircraft assemblies, such as hydraulic and pneumatic systems, landing gear, propeller assemblies, fuel tanks, and airframe assemblies. They inspect, test, modify, and install equipment according to specifications, using tools, such as power shears, acetylene welding equipment, rivet guns, and air or electric drills. Please include Helicopter Repairers. Please do not include mechanics whose primary duties are to repair and maintain aircraft engines or electrical systems.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$13.00	\$25.00	\$18.00
New hires who are experienced	\$15.00	\$26.00	\$22.79
3 years with firm, experienced	\$16.50	\$33.56	\$30.19

### Wages union

New hires, no experience	\$18.06	\$18.06	\$18.06
New hires who are experienced	\$17.25	\$18.06	\$18.00
3 years with firm, experienced	\$17.25	\$25.00	\$22.00

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	71%	0%	14%	0%	0%	0%
Dental	71%	0%	14%	0%	0%	0%
Vision	57%	0%	14%	0%	0%	0%
Life	86%	0%	0%	0%	0%	0%
Sick Leave	86%	0%	0%	0%	0%	0%
Vacation	86%	0%	0%	0%	0%	0%
Retirement	71%	0%	14%	0%	0%	0%
Child Care	29%	0%	0%	0%	0%	0%
Other*	29%	0%	0%	0%	0%	0%

\*Education

### Hours Worked per week (avg.)

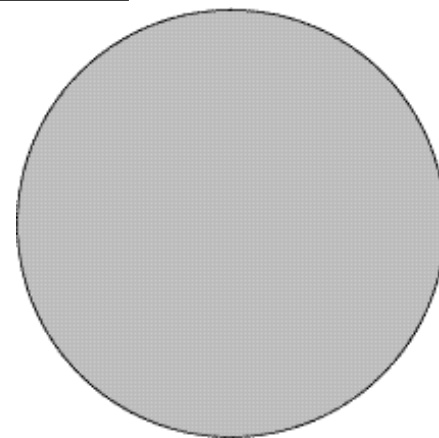
Full-time	40
Part-time	0
On-call	0
Seasonal	0

### Work Shifts

Day  
Swing  
Graveyard

## Employer Requirements

### Education



	0% Less than High School diploma
	100% High School diploma or equivalent
	0% Associate Degree (2yr)
	0% Bachelor Degree (4yr)
	0% Graduate Study

### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	29%	43%	29%

Previous experience required: 41 mos. on average

Training as a substitute for experience	50%	50%	0%
---	-----	-----	----

15 mos. of training on average can be substituted for experience.



# Aircraft Mechanics

## Skills & Other Requirements

### Technical Skills

- Ability to repair pneumatic systems
- Knowledge of hydraulics
- Ability to operate electronics testing equipment
- Ability to operate power hand tools
- Ability to maintain and repair fuel systems
- Welding skills
- Possession of an A & P mechanic license
- Power plant mechanics license
- License in airframe mechanics
- Understanding of Federal Aviation Regulations (FAR)
- Ability to write effectively

### Physical Skills

- Good vision
- Possession of good color perception

### Personal or Other Skills

- Ability to provide own hand tools
- Willingness to work with close supervision
- Ability to work independently

### Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

### Computer Skills

- Word processing
- Spreadsheet

## Projections

The projected growth for the period of 1997-2004 for **Aircraft Mechanics** is 11.4% (slower than average). The County Average Growth for all occupations is 18.4%.

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	83%	17%
Projected over the next 24 months	17%	83%	0%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced			X

**Turnover** (Annual percentage rate of job turnover) = 1.7%

## Recruitment Methods

71%	Employee Referrals
71%	Internet
57%	Newspaper Ads
14%	Colleges/Universities
14%	School, Program Referrals

## Where the Jobs Are

- Air Transportation, Scheduled

## Size of Occupation

Size as of 1997=2,730 employed

Very Large (2,149 and above)

## Gender

Male	98%
Female	2%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Cardiology Technologists

OES 329250

Cardiology Technologists conduct tests of pulmonary and/or cardiovascular systems of patients to diagnose pulmonary and/or cardiovascular disorders. They may conduct or assist in electrocardiogram, cardiac catheterization, pulmonary-function, lung capacity and similar tests.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$0.00	\$0.00	\$0.00
New hires who are experienced	\$12.00	\$27.00	\$15.83
3 years with firm, experienced	\$14.50	\$27.00	\$20.10

### Wages union

New hires, no experience	\$14.71	\$18.00	\$17.00
New hires who are experienced	\$14.81	\$24.00	\$18.22
3 years with firm, experienced	\$15.11	\$26.00	\$22.14

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	43%	0%	43%	29%	0%	0%
Dental	43%	0%	29%	29%	0%	0%
Vision	14%	0%	43%	29%	0%	0%
Life	43%	0%	0%	14%	14%	14%
Sick Leave	86%	43%	0%	0%	0%	0%
Vacation	86%	43%	0%	0%	0%	0%
Retirement	43%	14%	29%	14%	0%	14%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

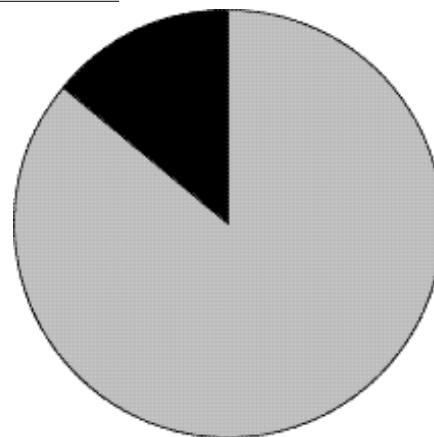
Full-time	40
Part-time	24
On-call	11
Seasonal	0






### Work Shifts

Day

## Employer Requirements

### Education



-  0% Less than High School diploma
-  86% High School diploma or equivalent
-  0% Associate Degree (2yr)
-  0% Bachelor Degree (4yr)
-  14% Graduate Study

### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	57%	29%	14%

Previous experience required: 21 mos. on average

Training as a substitute for experience	60%	40%	0%
---	-----	-----	----

4 mos. of training on average can be substituted for experience.

# Cardiology Technologists

## Skills & Other Requirements

### Technical Skills

- Knowledge of anatomy
- Ability to transcribe medical records and reports
- Data entry skills
- General clerical skills
- Ability to follow emergency procedures
- Ability to assemble and use medical equipment
- Ability to perform CPR
- Ability to administer treadmill testing
- Ability to detect complications in patients
- Ability to write effectively

### Physical Skills

- Good vision
- Good physical condition
- Ability to stand continuously for 2 or more hours

### Personal or Other Skills

- Ability to relate to patients
- Willingness to work with close supervision
- Willingness to work evenings
- Ability to work independently

### Basic Skills

- Basic math skills
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

### Computer Skills

- Word processing

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced			X

**Turnover** (Annual percentage rate of job turnover) = 17.2%

## Recruitment Methods

71%	Other = Word-of-Mouth, Job Hotline
57%	Employee Referrals
57%	Newspaper Ads
29%	School, Program Referrals
29%	Colleges/Universities
14%	Internet

## Where the Jobs Are

- General Medical & Surgical Hospitals

## Projections

The projected growth for the period of 1997-2004 for **Cardiology Technologists** is not available. The County Average Growth for all occupations is 18.4%.

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	57%	43%
Projected over the next 24 months	0%	57%	43%

## Size of Occupation

Information not available.

## Gender

Male	27%
Female	73%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

### Wages & Benefits

#### Wages non-union

	Low	High	Median
New hires, no experience	\$6.50	\$8.50	\$7.38
New hires who are experienced	\$6.25	\$10.00	\$8.50
3 years with firm, experienced	\$8.25	\$14.50	\$10.00

#### Wages: union

New hires, no experience	\$8.00	\$9.00	\$8.50
New hires who are experienced	\$8.00	\$17.88	\$12.00
3 years with firm, experienced	\$15.00	\$17.88	\$17.00

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

#### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	40%	40%	27%	0%	0%	0%
Dental	33%	33%	13%	0%	0%	0%
Vision	33%	27%	7%	0%	0%	0%
Life	33%	20%	0%	0%	0%	0%
Sick Leave	40%	33%	0%	0%	0%	0%
Vacation	33%	33%	7%	0%	0%	0%
Retirement	13%	20%	7%	13%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

#### Hours Worked per week (avg.)

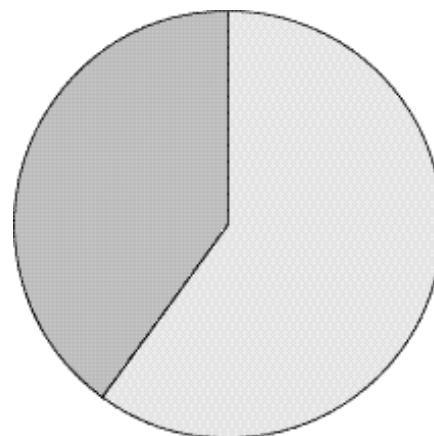
Full-time	40
Part-time	24
On-call	0
Seasonal	0

#### Work Shifts

Day  
Swing  
Graveyard

### Employer Requirements

#### Education



60%	Less than High School diploma
40%	High School diploma or equivalent
0%	Associate Degree (2yr)
0%	Bachelor Degree (4yr)
0%	Graduate Study

#### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required	20%	80%	0%
------------------------------	-----	-----	----

Previous experience required: 7 mos. on average

Training as a substitute for experience	33%	67%	0%
---	-----	-----	----

6 mos. of training on average can be substituted for experience.

# Cashiers

## Skills & Other Requirements

### Technical Skills

- Cash handling skills
- Record keeping skills
- Grocery checking skills
- Ability to follow check cashing procedures
- Ability to operate a cash register
- Bondable

### Physical Skills

- Ability to stand continuously for two or more hours

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Customer service skills

### Basic Skills

- Basic math skills
- Oral communication skills
- Ability to write legibly
- Ability to read and follow instructions

## Projections

The projected growth for the period of 1997-2004 for **Cashiers** is 12.4% (slower than average). The County Average Growth for all occupations is 18.4%.

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	80%	20%
Projected over the next 24 months	7%	67%	27%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 32.2%

## Recruitment Methods

60%	Employee Referrals
47%	Walk-in Applicants
40%	Other = Telephone, Signs, Word-of-Mouth
40%	Newspaper Ads
20%	In-house Promotion or Transfer
13%	Colleges/Universities
13%	Internet
7%	Union Hall Referrals

## Where the Jobs Are

- Drug Stores and Proprietary Stores
- Eating and Drinking Places
- Gasoline Service Stations
- Grocery Stores
- Department Stores
- Lumber and Other Building Materials
- Misc. Shopping Goods Stores
- Radio, Television, and Computer Stores

## Size of Occupation

Size as of 1997=6,990 employed

Very Large (2,150 and above)

## Gender

Male	47%
Female	53%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Combined Food Preparation and Service Workers

OES 650410

Combined Food Preparation and Service Workers do both food preparation and food service. Please do not include workers who spend more than 80 percent of their time in only one of these two areas.

## Wages & Benefits

### Wages union and non-union

	Low	High	Median
New hires, no experience	\$6.25	\$10.00	\$8.00
New hires who are experienced	\$6.25	\$12.50	\$9.50
3 years with firm, experienced	\$9.00	\$15.00	\$11.00

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	25%	6%	56%	0%	0%	0%
Dental	25%	6%	50%	0%	0%	0%
Vision	19%	0%	19%	0%	6%	0%
Life	25%	0%	31%	0%	0%	0%
Sick Leave	56%	6%	0%	0%	0%	0%
Vacation	75%	6%	0%	0%	0%	0%
Retirement	13%	0%	19%	6%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

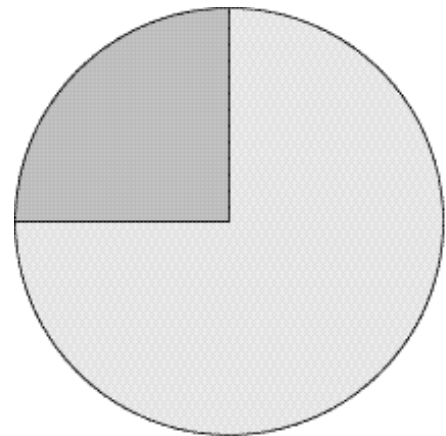
Full-time	40
Part-time	24
On-call	0
Seasonal	37

### Work Shifts

Day
Swing
Graveyard

## Employer Requirements

### Education



	75%	Less than High School diploma
	25%	High School diploma or equivalent
	0%	Associate Degree (2yr)
	0%	Bachelor Degree (4yr)
	0%	Graduate Study

## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	25%	50%	25%

Previous experience required: 15 mos. on average

Training as a substitute for experience	100%	0%	0%
---	------	----	----

2 mos. of training on average can be substituted for experience.

# Combined Food Preparation and Service Workers

## Skills & Other Requirements

### Technical Skills

- Ability to make change
- Ability to operate a cash register
- Fry cooking skills
- Short-order cooking skills
- Food preparation skills

### Physical Skills

- Ability to pass a pre-employment medical examination
- Ability to stand for 2 or more hours
- Ability to work rapidly
- Ability to lift at least 30 lbs..

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Public contact skills

### Basic Skills

- Basic math skills
- Oral communication skills
- Ability to write legibly
- Ability to follow oral instructions
- Ability to read and follow instructions

### Computer Skills

- Word processing
- Spreadsheet

## Projections

The projected growth for the period of 1997-2004 for **Combined Food Preparation and Service Workers** is 13.0% (slower than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	56%	44%
Projected over the next 24 months	0%	44%	56%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 52.7%

### Recruitment Methods

75%	Employee Referrals
56%	Newspaper Ads
50%	Other = Word-of-Mouth, Community Centers, Signs
19%	Internet
13%	Walk-in Applicants

## Where the Jobs Are

- Eating and Drinking Places

## Size of Occupation

Size as of 1997=3,470 employed

Very Large (2,150 and above)

### Gender

Male	61%
Female	39%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Computer Aided Design (CAD) Technicians

Non-OES 003362999

Computer Aided Design (CAD) Technicians operate computer-aided design systems and peripheral equipment to draft and modify drawings from rough or detailed sketches or notes to specified dimensions for manufacturing, construction, engineering, or other purposes. They utilize knowledge of various CAD programs, machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$14.38	\$19.66	\$17.26
New hires who are experienced	\$11.99	\$21.10	\$18.22
3 years with firm, experienced	\$16.78	\$31.16	\$21.58

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	89%	0%	11%	0%	0%	0%
Dental	78%	0%	0%	0%	0%	0%
Vision	78%	0%	11%	0%	0%	0%
Life	67%	0%	0%	0%	0%	0%
Sick Leave	89%	0%	0%	0%	0%	0%
Vacation	89%	0%	0%	0%	0%	0%
Retirement	78%	0%	0%	0%	0%	0%
Child Care	0%	0%	11%	0%	0%	0%
Other*	11%	0%	0%	0%	0%	0%

\*Disability

### Hours Worked per week (avg.)

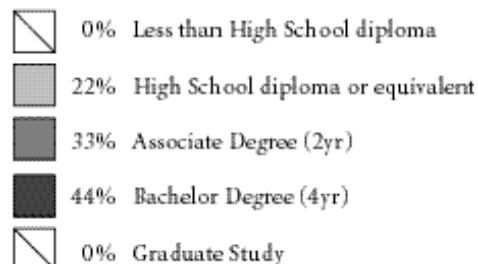
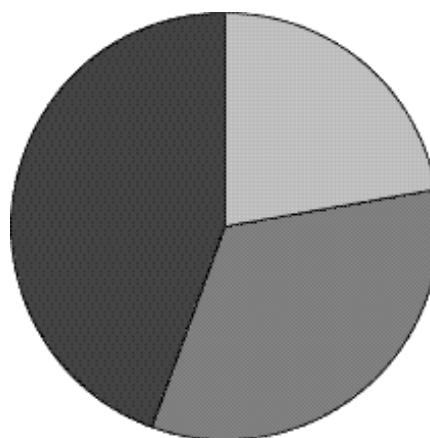
Full-time	40
Part-time	0
On-call	0
Seasonal	0

### Work Shifts

Day

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	67%	22%	11%

Previous experience required: 13 mos. on average

	Yes	No	Not Required but Preferred
Training as a substitute for experience	43%	57%	0%

15 mos. of training on average can be substituted for experience.



# Computer Aided Design (CAD) Technicians

## Skills & Other Requirements

### Technical Skills

- Drafting and design skills
- Knowledge of automated systems
- Knowledge of basic engineering principles
- Knowledge of Computer Integrated Manufacturing (CIM)
- Ability to adapt to changing technologies
- Advanced math skills
- Ability to use tools
- Abstract reasoning skills
- Creative thinking skills
- Mechanical ability
- Problem solving skills
- Ability to perform multiple and varied tasks

### Physical Skills

- Ability to perform precision work

### Personal Skills

- Ability to work independently

### Basic Skills

- Ability to read and follow instructions
- Oral comprehension skills

### Computer Skills

- Word processing
- Spreadsheet
- Database
- AutoCAD

## Projections

The projected growth for the period of 1997-2004 for **Computer Aided Design (CAD) Technicians** is not available. The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	25%	75%	0%
Projected over the next 24 months	0%	78%	22%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 11.4%

### Recruitment Methods

63%	Newspaper Ads
50%	Other = Word-of-Mouth
38%	Employee Referrals
25%	Internet
13%	Colleges/Universities
13%	School, Program Referrals

## Where the Jobs Are

- Business Services
- Engineering & Architectural Service
- Electronic Components and Accessories Manufacturing
- Measuring and Controlling Devices Manufacturing
- Personal Supply Services
- Special Industrial Machinery Manufacturing

## Size of Occupation

This information is not available.

### Gender

Male	69%
Female	31%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Computer Engineers

OES 221270

Computer Engineers analyze data processing requirements to plan EDP systems to provide system capabilities required for projected work loads. They plan layout and installation of new systems or modification of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$21.58	\$27.70	\$24.64
New hires who are experienced	\$23.97	\$38.36	\$28.77
3 years with firm, experienced	\$24.04	\$52.74	\$34.76

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	93%	0%	7%	0%	0%	0%
Dental	86%	0%	7%	0%	0%	0%
Vision	86%	0%	7%	0%	0%	0%
Life	71%	0%	7%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	86%	0%	7%	0%	0%	0%
Child Care	14%	0%	7%	0%	0%	0%
Other*	7%	0%	0%	0%	0%	0%

\*College

### Hours Worked per week (avg.)

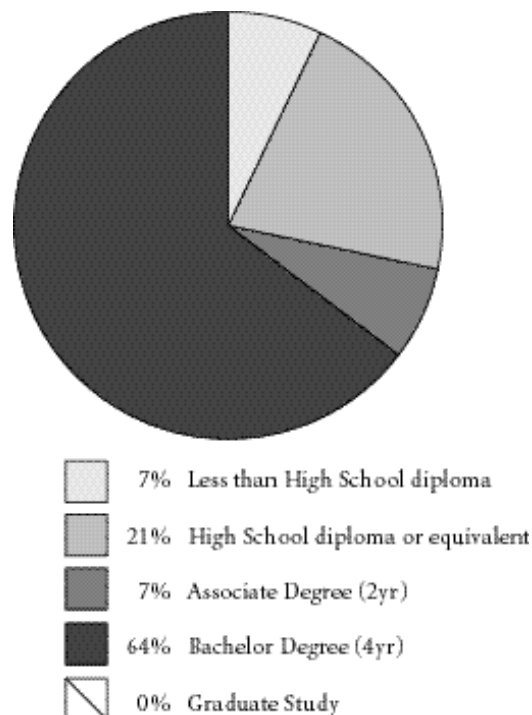
Full-time	42
Part-time	0
On-call	0
Seasonal	0

### Work Shifts

Day  
Swing

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required: 79% Yes, 14% No, 7% Not Required but Preferred

Previous experience required: 26 mos. on average

Training as a substitute for experience: 25% Yes, 75% No, 0% Not Required but Preferred

14 mos. of training on average can be substituted for experience.

# Computer Engineers

## Skills & Other Requirements

### Technical Skills

- Completion of computer science classes
- Ability to write documentation of computer procedures
- Ability to apply marketing techniques
- Ability to write detailed technical instructions
- Ability to analyze data to solve problems
- Ability to perform advanced mathematical computations
- Ability to write effectively
- Ability to demonstrate knowledge of specific products

### Personal or Other Skills

- Ability to work independently
- Willingness to work with close supervision
- Willingness to work night, weekends, and holidays
- Ability to work as part of a team
- Willingness to travel
- Ability to maintain good customer relations
- Ability to interact with others

### Basic Skills

- Ability to write legibly
- Oral communication skills
- Basic math skills

### Computer Skills

- Word processing
- Spreadsheet
- Database
- Desktop publishing
- Powerpoint
- Operating Systems
- Java Script

## Projections

The projected growth for the period of 1997-2004 for **Computer Engineers** is 123.1% (much faster than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	29%	36%	36%
Projected over the next 24 months	7%	57%	36%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced	X		

**Turnover** (Annual percentage rate of job turnover) = 16.3%

### Recruitment Methods

57%	Internet
50%	Employee Referrals
43%	Other = Recruiter, Word-of-Mouth, On-site
21%	In-house Promotion or Transfer
14%	Private Employment Agencies
7%	Colleges/Universities

## Where the Jobs Are

- Commercial Physical Research
- Computer and Data Processing Services
- Prepackaged Software

## Size of Occupation

Size as of 1997=3,250 employed

Very Large (2,150 and above)

### Gender

Male	81%
Female	19%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Computer Network Technicians Non-OES 033162996

Computer Network Technicians install and maintain personal computers and connect them to local and/or wide area networks (LANs/WAN's). Technicians perform troubleshooting, diagnosis, and repair of computers and peripheral equipment; they also work on network related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with Network Managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications, and usage.

## Wages & Benefits

### Wages union and non-union

	Low	High	Median
New hires, no experience	\$8.00	\$28.77	\$11.96
New hires who are experienced	\$8.00	\$38.36	\$26.37
3 years with firm, experienced	\$13.93	\$36.87	\$30.02

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	85%	0%	8%	0%	0%	0%
Dental	85%	0%	8%	0%	0%	0%
Vision	85%	0%	8%	0%	0%	0%
Life	69%	0%	8%	0%	0%	0%
Sick Leave	85%	0%	8%	0%	0%	0%
Vacation	85%	0%	8%	0%	0%	0%
Retirement	54%	0%	23%	0%	0%	0%
Child Care	8%	0%	8%	0%	0%	0%
Other*	15%	0%	0%	0%	0%	0%

\*Health Club, College

### Hours Worked per week (avg.)

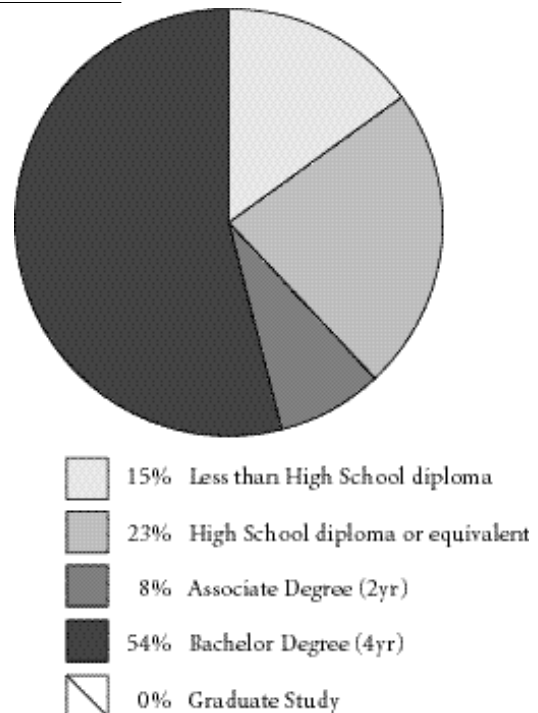
Full-time	30 - 40
Part-time	0
On-call	0
Seasonal	0

### Work Shifts

Day  
Swing

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required	54%	23%	23%
------------------------------	-----	-----	-----

Previous experience required: 22 mos. on average

Training as a substitute for experience	30%	70%	0%
---	-----	-----	----

20 mos. of training on average can be substituted for experience.

# Computer Network Technicians

## Skills & Other Requirements

### Technical Skills

- Ability to install LAN/WAN cards
- Problem solving skills
- Ability to set up and maintain multi-user systems
- Knowledge of UNIX and other network operating systems
- Ability to operate peripheral equipment
- Ability to install and configure a file server
- Knowledge of mainframe and microcomputer hardware
- Ability to use diagnostics programs
- Knowledge of communication protocols
- Knowledge of network management trends
- Knowledge of modern software applications
- Ability to identify, research and resolve technical problems

### Physical Skills

- Ability to concentrate for long periods of time
- Ability to sit continuously for 2 or more hours
- Ability to lift at least 50 lbs..
- Possess excellent vision

### Personal Skills

- Attention to detail
- Willingness to work flexible hours
- Ability to think logically
- Ability to work independently
- Ability to work under pressure
- Analytical ability
- Organization and time management skills
- Ability to work in continually changing environments
- Ability to work effectively in a team work environment

### Basic Skills

- Ability to read and follow instructions
- Oral communication skills
- Ability to write effectively

### Computer Skills

- Word processing
- Spreadsheet
- Database
- Desktop publishing

## Projections

The projected growth for the period of 1997-2004 for **Computer Network Technicians** is not available. The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	54%	46%
Projected over the next 24 months	0%	54%	46%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 13.8%

### Recruitment Methods

62%	Employee Referrals
54%	Internet
38%	Newspaper Ads
23%	Colleges/Universities
23%	Other = Internship Program
15%	Walk-in Applicants
8%	In-House Promotion or Transfer

## Where the Jobs Are

- Audio and Video Equipment Manufacturing
- Communications Equipment Manufacturing
- Computer Manufacturing
- Computer Related Services
- Government
- Semiconductor & Related Devices Manufacturing
- Software Services

## Size of Occupation

Information not available.

### Gender

Male	84%
Female	16%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Construction Managers

OES 150170

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Please do not include general managers of large construction contracting firms.

## Wages & Benefits

### Wages union and non-union

	Low	High	Median
New hires, no experience	\$10.00	\$25.00	\$19.45
New hires who are experienced	\$14.92	\$33.56	\$24.49
3 years with firm, experienced	\$19.18	\$71.92	\$32.36

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	93%	0%	7%	0%	0%	0%
Dental	71%	0%	7%	0%	7%	0%
Vision	50%	0%	7%	0%	7%	0%
Life	57%	0%	0%	0%	0%	0%
Sick Leave	86%	0%	0%	0%	0%	0%
Vacation	79%	0%	0%	0%	0%	0%
Retirement	79%	0%	14%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

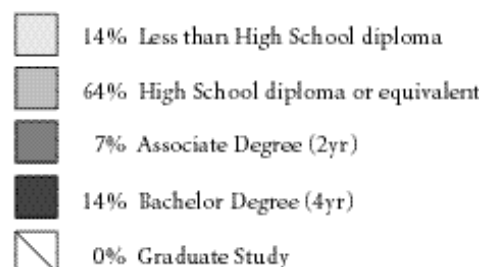
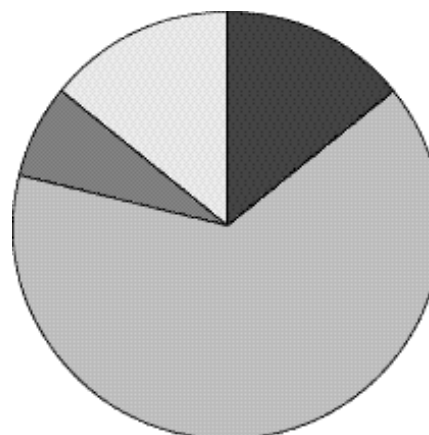
Full-time	40
Part-time	0
On-call	0
Seasonal	0

### Work Shifts

Day  
Graveyard

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	-------------------------------

Previous experience required	79%	21%	0%
------------------------------------	-----	-----	----

Previous experience required: 59 mos. on average

Training as a substitute for experience	27%	73%	0%
---	-----	-----	----

38 mos. of training on average can be substituted for experience.

# Construction Managers

## Skills & Other Requirements

### Technical Skills

- Office management skills
- Report writing skills
- Ability to follow purchasing procedures
- Understanding of the collective bargaining procedures
- Civil engineering skills
- Ability to estimate cost and submit bids
- Ability to hire and assign personnel
- Landscape site planning skills
- Understanding of commercial real estate practices
- Understanding of building codes
- Possession of a contractor's license
- Understanding of construction terms
- Knowledge of EEO and affirmative action programs and guidelines
- Knowledge of OSHA safety standards
- Ability to perform advanced mathematical computations

### Personal or Other Skills

- Ability to work independently

### Basic Skills

- Ability to write legibly
- Oral communication skills

### Computer Skills

- Word processor
- Spreadsheet
- Database
- AutoCAD
- HS Project

## Projections

The projected growth for the period of 1997-2004 for **Construction Managers** is 22.1% (Faster than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	0%	86%	14%
<b>Projected over the next 24 months</b>	7%	64%	29%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
<b>Fully experienced &amp; qualified</b>			X
<b>Inexperienced</b>		X	

**Turnover** (Annual percentage rate of job turnover) = 13.3%

### Recruitment Methods

75%	Employee Referrals
58%	Newspaper Ads
25%	Internet
25%	Other = Word-of-Mouth, Other Companies
17%	In-house Promotions or Transfer
8%	Private Employment Agencies

## Where the Jobs Are

- Electrical Work
- Management and Public Relations
- Nonresidential Building Construction
- Plumbing, Heating, Air-Conditioning
- Residential Building Construction

## Size of Occupation

Size as of 1997=680 employed  
Medium (497-992)

### Gender

Male	95%
Female	5%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Counter and Rental Clerks

OES 490170

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$6.25	\$10.00	\$7.50
New hires who are experienced	\$6.25	\$19.00	\$7.75
3 years with firm, experienced	\$7.00	\$19.57	\$9.75

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	25%	0%	25%	0%	0%	0%
Dental	19%	0%	13%	0%	0%	0%
Vision	6%	0%	25%	0%	6%	0%
Life	13%	0%	6%	0%	13%	0%
Sick Leave	44%	0%	0%	0%	0%	0%
Vacation	44%	0%	0%	0%	0%	0%
Retirement	6%	0%	25%	0%	6%	0%
Child Care	6%	0%	0%	0%	6%	0%
Other*	6%	0%	0%	0%	0%	0%

\*Profit share

### Hours Worked per week (avg.)

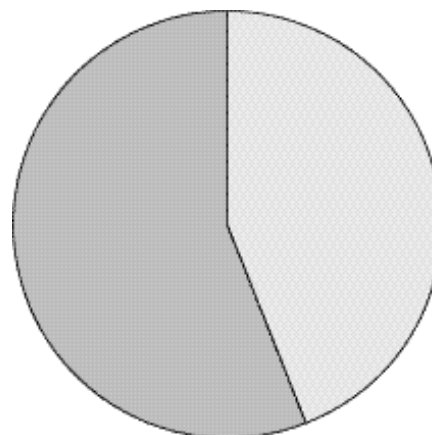
Full-time	40
Part-time	27
On-call	24
Seasonal	0

### Work Shifts

Day  
Swing  
Graveyard

## Employer Requirements

### Education



	44%	Less than High School diploma
	56%	High School diploma or equivalent
	0%	Associate Degree (2yr)
	0%	Bachelor Degree (4yr)
	0%	Graduate Study

### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	13%	81%	6%

Previous experience required: 10 mos. on average

Training as a substitute for experience	67%	33%	0%
---	-----	-----	----

4 mos. of training on average can be substituted for experience.



# Counter and Rental Clerks

## Skills & Other Requirements

### Technical Skills

- Cash handling skills
- Ability to use a calculator
- Ability to operate a cash register
- Bondable

### Physical Skills

- Ability to stand for 2 hours or more

### Personal or Other Skills

- Customer service skills
- Willingness to work with close supervision
- Ability to work independently

### Basic Skills

- Basic math skills
- Oral communication skills
- Ability to write legibly
- Ability to read and follow instructions

### Computer Skills

- Word processing
- Spreadsheet

## Projections

The projected growth for the period of 1997-2004 for **Counter and Rental Clerks** is 11.5% (slower than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	0%	81%	19%
<b>Projected over the next 24 months</b>	13%	63%	25%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
<b>Fully experienced &amp; qualified</b>			X
<b>Inexperienced</b>		X	

**Turnover** (Annual percentage rate of job turnover) = 53.7%

### Recruitment Methods

69%	Newspaper Ads
63%	Employee Referrals
25%	Other = Word-of-Mouth, Signs, Local Community
19%	Internet
13%	Walk-in Applicants
13%	School, Program Referrals
6%	Colleges/Universities
6%	Private Employment Agencies

## Where the Jobs Are

- Automotive Rentals, No Drivers
- Groceries and Related Products
- Laundry, Cleaning, and Garment Services
- Misc. Amusement, Recreation Services
- Video Tape Rental

## Size of Occupation

Size as of 1997=1,190 employed  
Large (993-2,149)

### Gender

Male	47%
Female	53%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Dieticians and Nutritionists

OES 325210

Dieticians and Nutritionists organize, plan, and conduct food service or nutritional programs to assist in promotion of health and control of disease. They may administer activities of department quantity food service. They may plan, organize, and conduct programs in nutritional research.

## Wages & Benefits

### Wages union and non-union

	Low	High	Median
New hires, no experience	\$18.22	\$40.00	\$22.00
New hires who are experienced	\$20.00	\$40.00	\$23.50
3 years with firm, experienced	\$23.97	\$42.45	\$26.15

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	29%	7%	21%	7%	7%	7%
Dental	29%	7%	21%	7%	7%	7%
Vision	29%	7%	21%	7%	0%	7%
Life	21%	7%	14%	7%	7%	7%
Sick Leave	57%	14%	0%	7%	0%	0%
Vacation	50%	14%	7%	7%	0%	0%
Retirement	21%	14%	14%	0%	14%	7%
Child Care	0%	0%	0%	0%	7%	7%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

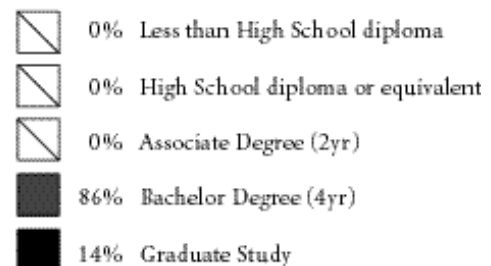
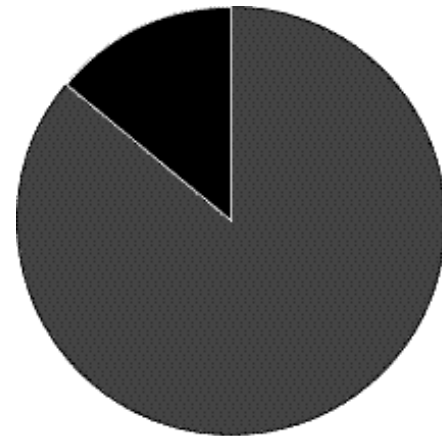
Full-time	40
Part-time	13
On-call	11
Seasonal	0

### Work Shifts

Day  
Swing

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required	71%	7%	21%
------------------------------	-----	----	-----

Previous experience required: 19 mos. on average

Training as a substitute for experience	38%	62%	0%
---	-----	-----	----

5 mos. of training on average can be substituted for experience.

# Dieticians and Nutritionists

## Skills & Other Requirements

### Technical Skills

- Knowledge of food science
- Ability to plan and organize the work of others
- Supervisory skills
- Understanding of good diet and nutrition
- Ability to plan and organize training programs
- Food preparation skills
- Understanding of food processing methods
- Ability to prepare client meal plans
- Ability to modify menus because of dietary restrictions
- Knowledge of characteristics
- Ability to write effectively
- Ability to teach principles of food and nutrition

### Personal

- Willingness to work with close supervision
- Ability to work independently

### Basic

- Basic math skills
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

### Computer Skills

- Word processing
- Spreadsheet

## Projections

The projected growth for the period of 1997-2004 for **Dieticians and Nutritionists** is 12.5% (slower than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	7%	79%	14%
<b>Projected over the next 24 months</b>	0%	79%	21%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
<b>Fully experienced &amp; qualified</b>		X	
<b>Inexperienced</b>			X

**Turnover** (Annual percentage rate of job turnover) = 29.4%

### Recruitment Methods

62%	Newspaper Ads
38%	Internet
38%	Other = Word-of-Mouth, Medical Postings, Hotline
38%	Employee Referrals
23%	Colleges/Universities
15%	Private Employment Agencies
8%	In-house Promotion or Transfer

## Where the Jobs Are

- Hospitals
- Local Government, Excluding Hospital and Education
- Offices and Clinics of Medical Doctors
- Nursing and Personal Care Facilities

## Size of Occupation

Size as of 1997=80 employed  
Small (496 and below)

### Gender

Male	0%
Female	100%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Financial Managers

OES 130020

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Please include managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$13.95	\$13.95	\$13.95
New hires who are experienced	\$22.66	\$62.33	\$30.00
3 years with firm, experienced	\$24.93	\$71.92	\$33.56

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	62%	0%	31%	8%	0%	8%
Dental	69%	0%	23%	8%	0%	8%
Vision	69%	0%	15%	8%	8%	8%
Life	77%	0%	8%	0%	8%	15%
Sick Leave	85%	0%	0%	0%	0%	8%
Vacation	77%	0%	0%	0%	0%	8%
Retirement	62%	0%	15%	0%	0%	8%
Child Care	0%	0%	0%	0%	8%	8%
Other*	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

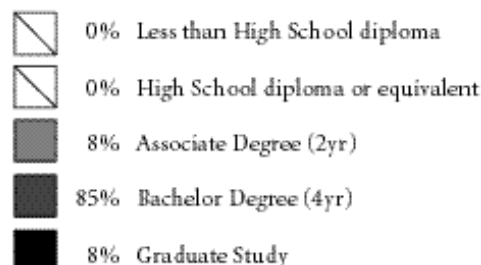
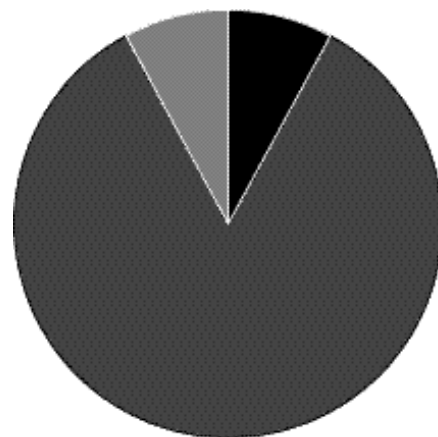
Full-time	42
Part-time	22
On-call	0
Seasonal	0

### Work Shifts

Day

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	92%	8%	0%

Previous experience required: 52 mos. on average

	Yes	No	Not Required but Preferred
Training as a substitute for experience	8%	92%	0%

48 mos. of training on average can be substituted for experience.

# Financial Managers

## Skills & Other Requirements

### Technical Skills

- Business math skills
- Ability to plan and organize the work of others
- Report writing skills
- Cost accounting skills
- Understanding of regulations effecting financial instructions
- Ability to apply techniques of statistical analysis
- Ability to analyze securities
- Financial planning skills
- Budget analysis skills
- Cost analysis skills
- Ability to hire and assign personnel
- Ability to use computers in accounting applications
- Verbal presentation skills
- Ability to perform advanced mathematical computations

### Personal or Other Skills

- Ability to read and comprehend information quickly
- Ability to work independently

### Computer Skills

- Word processing
- Spreadsheet
- Database
- PowerPoint

## Projections

The projected growth for the period of 1997-2004 for **Financial Managers** is 20.7% (Faster than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	0%	69%	31%
<b>Projected over the next 24 months</b>	0%	77%	23%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
<b>Fully experienced &amp; qualified</b>		X	
<b>Inexperienced</b>			X

**Turnover** (Annual percentage rate of job turnover) = 15.1%

### Recruitment Methods

62%	Employee Referrals
54%	Internet
31%	Colleges/Universities
23%	Newspaper Ads
15%	In-house Promotion or Transfer
15%	Private Employment Agencies
15%	Other = Articles

## Where the Jobs Are

- Accounting, Auditing and Bookkeeping
- Business Credit Institutions
- Commercial Banks
- Computer and Data Processing Services
- Computer and Office Equipment
- Hotels and Motels
- Insurance Agents, Brokers
- Investment Offices
- Local Government, Excluding Hospital and Education
- Management and Public Relations
- Metalworking Machinery
- Miscellaneous Business Services
- Miscellaneous Investing
- Miscellaneous Amusement, Recreation Services
- Nonresidential Building Construction
- Offices and Clinics of Medical Doctors
- Personnel Supply Services
- Professional and Commercial Equipment
- Real Estate Agents and Managers
- Real Estate Operators
- Research and Testing Services
- Residential Building Construction
- Savings Institutions
- Security and Commodity Services
- Security Brokers and Dealers
- Subdividers and Developers

## Size of Occupation

Size as of 1997=2,410 employed

Very Large (2,150 and above)

### Gender

Male	69%
Female	31%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# First Line Supervisors and Managers/Supervisors and Related Occupations

OES 410020

First Line Supervisors and Managers in Sales and Related Occupations directly supervise and coordinate activities of marketing, sales, and related workers. Working proprietors, in addition to their supervisory duties, may perform management functions, such as budgeting, accounting, marketing, and personnel work.

## Wages & Benefits

### Wages union and non-union

	Low	High	Median
New hires, no experience	\$10.00	\$16.78	\$13.50
New hires who are experienced	\$9.25	\$23.97	\$12.75
3 years with firm, experienced	\$9.76	\$31.16	\$16.50

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	44%	0%	44%	0%	0%	0%
Dental	38%	0%	44%	0%	0%	0%
Vision	50%	0%	25%	0%	6%	0%
Life	56%	0%	13%	0%	6%	0%
Sick Leave	81%	0%	0%	0%	0%	0%
Vacation	81%	0%	6%	0%	0%	0%
Retirement	31%	0%	19%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

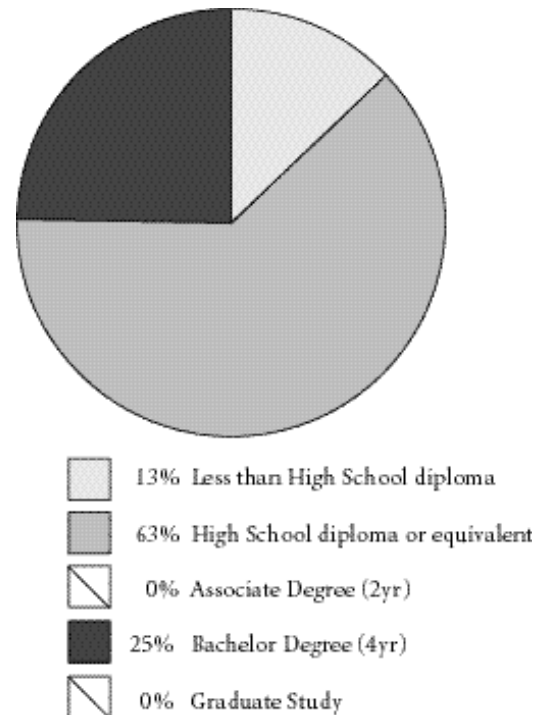
Full-time	40
Part-time	0
On-call	0
Seasonal	0

### Work Shifts

Day
Swing
Graveyard

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	81%	13%	6%

Previous experience required: 25 mos. on average

Training as a substitute for experience	43%	57%	0%
---	-----	-----	----

8 mos. of training on average can be substituted for experience.

# First Line Supervisors and Managers/Supervisors and Related Occupations

## Skills & Other Requirements

### Technical Skills

- Business math skills
- Ability to manage an activity or department
- Ability to plan and organize the work of others
- Report writing skills
- Ability to apply sales techniques
- Record keeping skills
- Bookkeeping skills
- Ability to hire and assign personnel
- Verbal presentation skills
- Ability to write effectively
- Problem solving skills

### Personal or Other Skills

- Ability to read and comprehend information quickly

### Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

### Computer Skills

- Word processing
- Spreadsheet
- Database
- PowerPoint

## Projections

The projected growth for the period of 1997-2004 for **First Line Supervisors and Manager/Supervisors and Related Occupations** is 17.5% (average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	0%	75%	25%
<b>Projected over the next 24 months</b>	6%	44%	50%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
<b>Fully experienced &amp; qualified</b>		X	
<b>Inexperienced</b>		X	

**Turnover** (Annual percentage rate of job turnover) = 12.9%

### Recruitment Methods

88%	Employee Referrals
69%	Newspaper Ads
31%	Internet
31%	Other = Job Fairs, Telephone, Word-of-Mouth
19%	Walk-in Applicants
13%	Colleges/Universities
13%	In-House Promotion or Transfer
13%	Private Employment Agencies

## Where the Jobs Are

- Auto and Home Supply Stores
- Automotive Rentals, No Drivers
- Business Credit Institutions
- Computer and Data Processing Services
- Department Stores
- Drug Stores and Proprietary Stores
- Electrical Goods
- Family Clothing Stores
- Freight Transportation Arrangement
- Furniture and Home furnishings Stores
- Gasoline Service Stations
- Groceries and Related Products
- Grocery Stores
- Lumber and Other Building Materials
- Misc. Amusement, Recreation Services
- Misc. Business Services
- Misc. Durable Goods
- Misc. Nondurable Goods
- Misc. Shopping Goods Stores
- New and Used Car Dealers
- Nonferrous Rolling and Drawing
- Professional and Commercial Equipment
- Radio, Television, and Computer Stores
- Retail Stores, NEC
- Telephone Communications
- Video Tape Rental
- Women's Clothing Stores

## Size of Occupation

Size as of 1997=5,040 employed

Very Large (2,150 and above)

### Gender

Male	72%
Female	28%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Flight Attendants

OES 680260

Flight Attendants provide personal services to insure the safety and comfort of airline passengers during flight. They greet passengers, verify tickets, record destinations, and assign seats. They explain the use of safety equipment and serve meals and beverages.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$20.50	\$20.50	\$20.50
New hires who are experienced	\$20.50	\$22.37	\$21.44
3 years with firm, experienced	\$23.50	\$31.96	\$27.73

### Wages union

New hires, no experience	\$10.00	\$21.10	\$18.22
New hires who are experienced	\$10.00	\$21.10	\$18.22
3 years with firm, experienced	\$15.00	\$28.77	\$25.89

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	20%	80%	20%	0%	0%	0%
Dental	20%	80%	20%	0%	0%	0%
Vision	20%	60%	0%	0%	0%	0%
Life	20%	80%	20%	0%	0%	0%
Sick Leave	20%	80%	0%	0%	0%	0%
Vacation	20%	80%	0%	0%	0%	0%
Retirement	0%	60%	20%	0%	0%	0%
Child Care	0%	20%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

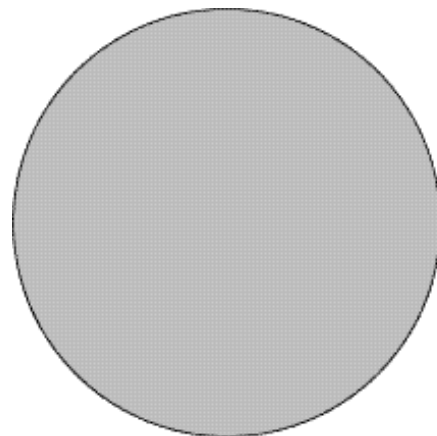
Full-time	40
Part-time	24
On-call	0
Seasonal	0

### Work Shifts

Day  
Swing  
Graveyard

## Employer Requirements

### Education



- ☐ 0% Less than High School diploma
- ☒ 100% High School diploma or equivalent
- ☐ 0% Associate Degree (2yr)
- ☐ 0% Bachelor Degree (4yr)
- ☐ 0% Graduate Study

### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	20%	80%	0%

Previous experience required: 60 mos. on average

Training as a substitute for experience	0%	100%	0%
---	----	------	----



# Flight Attendants

## Skills & Other Requirements

### Technical Skills

- Ability to administer emergency first aid

### Physical Skills

- Good vision

### Personal or Other Skills

- Good grooming skills
- Willingness to work with close supervision
- Ability to work independently
- Willingness to work nights, weekends and holidays
- Interpersonal skills
- Diplomacy
- Ability to deal effectively with difficult individuals
- Ability to manage unexpected situations or circumstances

### Basic Skills

- Ability to follow oral instructions
- Ability to write legibly
- Basic math skills
- Oral communication skills

## Projections

The projected growth for the period of 1997-2004 for **Flight Attendants** is 19.9% (average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	0%	20%	80%
<b>Projected over the next 24 months</b>	20%	40%	40%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 0.94%

### Recruitment Methods

60%	Newspaper Ads
60%	Other = Job Fairs, Open Houses
40%	Internet
20%	Employee Referrals

## Where the Jobs Are

- Air Transportation, Scheduled

## Size of Occupation

Size as of 1997=4,920 employed  
Very Large (2,150 and above)

### Gender

Male	37%
Female	63%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Graphic Designers

Non-OES 141061998

Graphic Designers create original artwork using computer layout and design to visually enhance a product, concept, or message. Graphic Designers work closely with Project Managers in advertising and marketing departments.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$9.00	\$22.50	\$14.69
New hires who are experienced	\$13.00	\$27.50	\$19.18
3 years with firm, experienced	\$15.00	\$50.00	\$27.57

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	67%	0%	27%	0%	0%	0%
Dental	40%	0%	13%	0%	0%	0%
Vision	47%	0%	13%	0%	0%	0%
Life	20%	0%	7%	0%	0%	0%
Sick Leave	80%	0%	7%	0%	0%	0%
Vacation	80%	0%	7%	0%	0%	0%
Retirement	33%	0%	20%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other*	7%	0%	0%	0%	0%	0%

\*Paid Holidays

### Hours Worked per week (avg.)

Full-time	40
Part-time	20
On-call	0
Seasonal	0

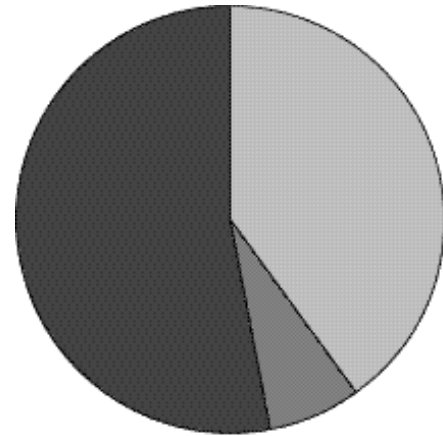
### Work Shifts






Day

Other = Work until the job is done

## Employer Requirements

### Education



-  0% Less than High School diploma
-  40% High School diploma or equivalent
-  7% Associate Degree (2yr)
-  53% Bachelor Degree (4yr)
-  0% Graduate Study

### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	-------------------------------

Previous experience required	60%	27%	13%
------------------------------------	-----	-----	-----

Previous experience required: 24 mos. on average

Training as a substitute for experience	36%	64%	0%
---	-----	-----	----

6 mos. of training on average can be substituted for experience.

# Graphic Designers

## Skills & Other Requirements

**Technical Skills** - Important job qualifications and skills as reported in the California Occupational Guide 2006

- Understanding of the fundamentals of visual communication and design, including color theory, composition and iconography (the use of symbols)
- Knowledge of image processing tools, including those used for image scanning and manipulation
- Understanding of the limitations and capabilities of electronic media
- Knowledge of computer painting and drawing tools
- Understanding of storyboarding techniques
- Ability to create artwork that conforms to style and content specifications
- Willingness to stay closely tuned to trends in the design field
- Ability to create various styles of visual images
- Ability to meet short deadlines
- Ability to understand various audiences and select the design style most appropriate for that audience

### Personal or Other Skills

- Willingness to work with close supervision

### Basic Skills

- Basic math skills
- Ability to read and follow directions
- Ability to write legibly
- Oral communication skills

### Computer Skills

- Word processing
- Spreadsheet
- Database
- Desktop publishing

## Projections

The projected growth for the period of 1997-2004 for **Graphic Designers** is not available. The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	7%	87%	7%
<b>Projected over the next 24 months</b>	0%	53%	47%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
<b>Fully experienced &amp; qualified</b>		X	
<b>Inexperienced</b>		X	

**Turnover** (Annual percentage rate of job turnover) = 16.2%

### Recruitment Methods

77%	Employee Referrals
54%	Internet
38%	Newspaper Ads
31%	Other = Word-of-Mouth
15%	Colleges/Universities
8%	Walk-in Applicants
8%	Private Employment Agencies

## Where the Jobs Are

- Business Services
- Commercial Art and Graphic Design Services
- Computer Services
- Newspapers: Publishing and Printing
- Periodicals: Publishing, or Publishing and Printing
- Signs and Advertising Specialists

## Size of Occupation

Information is not available.

### Gender

Male	62%
Female	38%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Heating, Air Conditioning, and Refrigeration Mechanics and Installers

OES 859020

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. The duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Please do not include workers who do only plumbing and pipefitting work.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$19.50	\$19.50	\$19.50
New hires who are experienced	\$17.50	\$25.00	\$19.18
3 years with firm, experienced	\$27.50	\$35.00	\$31.16

### Wages union

New hires, no experience	\$7.16	\$15.00	\$11.50
New hires who are experienced	\$7.16	\$34.00	\$20.00
3 years with firm, experienced	\$25.00	\$40.00	\$32.08

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	87%	0%	7%	0%	7%	0%
Dental	73%	0%	7%	0%	13%	0%
Vision	60%	0%	13%	0%	13%	0%
Life	33%	0%	13%	0%	13%	0%
Sick Leave	67%	0%	0%	0%	20%	0%
Vacation	67%	0%	0%	0%	20%	0%
Retirement	33%	0%	20%	0%	13%	0%
Child Care	0%	0%	0%	0%	7%	0%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

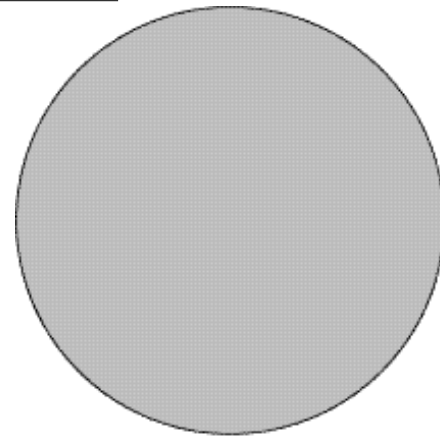
Full-time	40
Part-time	0
On-call	0
Seasonal	0

### Work Shifts

Day

## Employer Requirements

### Education



- ☐ 0% Less than High School diploma
- ☒ 100% High School diploma or equivalent
- ☐ 0% Associate Degree (2yr)
- ☐ 0% Bachelor Degree (4yr)
- ☐ 0% Graduate Study

### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	40%	47%	13%

Previous experience required: 23 mos. on average

Training as a substitute for experience	50%	50%	0%
---	-----	-----	----

20 mos. of training on average can be substituted for experience.

# Heating, Air Conditioning, and Refrigeration Mechanics and Installers

## Skills & Other Requirements

### Technical Skills

- Understanding of circuit design
- Ability to read blueprints
- Cost estimating skills
- Sheet metal working skills
- Plumbing skills
- Pipe fitting skills
- Soldering skills
- Welding skills
- Problem solving skills
- Possession of a valid driver's license
- Possession of a good DMV driving record

### Personal Skills

- Bondable

### Physical Skills

- Ability to provide own hand tools
- Public contact skills
- Ability to work independently

### Basic Skills

- Basic math skills
- Ability to write legibly
- Oral communication skills

### Computer Skills

- Spreadsheet

## Projections

The projected growth for the period of 1997-2004 for **Heating, AC, Refrigeration Mechanics and Installers** is 20.6% (faster than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	33%	67%
Projected over the next 24 months	0%	47%	53%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 6.3%

### Recruitment Methods

67%	Union Hall Referrals
33%	Employee Referrals
20%	Newspaper Ads
20%	Other = Word-of-Mouth, High Schools
20%	Walk-in Applicants
13%	Internet

## Where the Jobs Are

- Guided Missiles, Space Vehicles
- Plumbing, Heating, Air Conditioning

## Size of Occupation

Size as of 1997=340 employed  
Small (496 and below)

### Gender

Male	98%
Female	2%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Internet Web Site Designers/ Developers (Webmasters)

Non-OES 031064999

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design and maintain web pages to communicate an organization's message to Internet users.

## Wages & Benefits

### Wages union and non-union

	Low	High	Median
New hires, no experience	\$21.58	\$57.53	\$22.54
New hires who are experienced	\$14.38	\$28.77	\$23.01
3 years with firm, experienced	\$18.70	\$76.71	\$28.77

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	73%	13%	7%	0%	0%	0%
Dental	67%	7%	7%	0%	0%	0%
Vision	73%	7%	7%	0%	0%	0%
Life	60%	7%	7%	0%	0%	0%
Sick Leave	67%	13%	0%	0%	0%	0%
Vacation	73%	13%	0%	0%	0%	0%
Retirement	60%	7%	0%	0%	0%	0%
Child Care	7%	0%	7%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

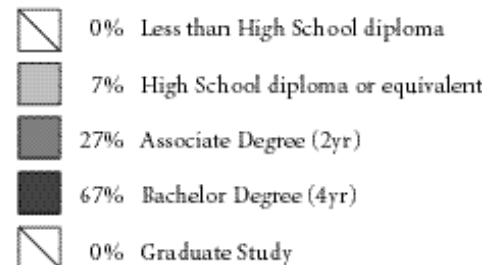
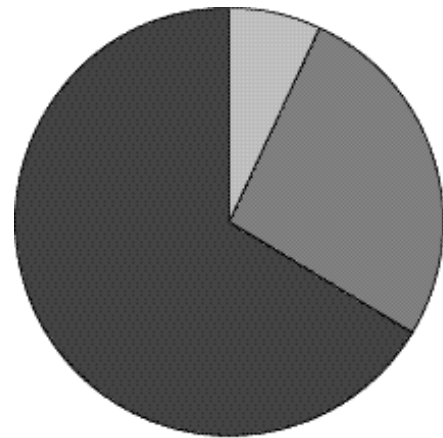
Full-time	42
Part-time	13
On-call	0
Seasonal	0

### Work Shifts

Day

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	67%	13%	20%

Previous experience required: 23 mos. on average

	Yes	No	Not Required but Preferred
Training as a substitute for experience	8%	92%	0%

24 mos. of training on average can be substituted for experience.

# Internet Web Site Designers/ Developers (Webmasters)

## Skills & Other Requirements

### Technical Skills

- Web site design and editing skills
- Ability to read and follow instructions
- Ability to meet deadlines
- Ability to design computer graphic images
- Knowledge of Windows and Mac platforms
- Knowledge of download time, bandwidth, and Internet browsers
- Creativity
- Knowledge of Internet protocols
- Interface design skills
- Proficiency in Hyper Text Markup Language (HTML)
- Knowledge of graphic application and techniques

### Physical Skills

- Ability to sit continuously for 2 or more hours

### Personal or Other Skills

- Ability to work under pressure
- Ability to work independently
- Interpersonal skills
- Customer service skills
- Attention to detail

### Basic Skills

- Good writing skills
- Oral communication skills

### Computer Skills

- Word processing
- Spreadsheet
- Database
- Desktop publishing
- HTML
- Javascript
- Flash

## Projections

The projected growth for the period of 1997-2004 for **Internet Web Site Designers/Developers (Webmasters)** is not available. The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	0%	80%	20%
<b>Projected over the next 24 months</b>	0%	80%	20%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
<b>Fully experienced &amp; qualified</b>	X		
<b>Inexperienced</b>		X	

**Turnover** (Annual percentage rate of job turnover) = 13.9%

### Recruitment Methods

93%	Internet
47%	Employee Referrals
27%	Newspaper Ads
20%	Other = Word-of-Mouth, Human Resources
13%	Colleges/Universities
13%	Private Employment Agencies
7%	In-house Promotion or Transfer

## Where the Jobs Are

- Advertising
- Colleges and Universities
- Computer and Data Processing Services
- Engineering and Architectural Services
- Management and Public Relations

## Size of Occupation

Information is not available.

### Gender

Male	64%
Female	36%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Maids and Housekeeping Cleaners

OES 670020

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

## Wages & Benefits

### Wages union and non-union

	Low	High	Median
New hires, no experience	\$6.25	\$9.00	\$7.50
New hires who are experienced	\$6.25	\$9.00	\$7.88
3 years with firm, experienced	\$7.75	\$10.00	\$9.00

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	31%	0%	38%	0%	0%	0%
Dental	25%	0%	25%	0%	6%	0%
Vision	25%	0%	19%	0%	0%	0%
Life	6%	0%	25%	0%	0%	0%
Sick Leave	56%	0%	6%	0%	0%	0%
Vacation	63%	0%	0%	0%	0%	0%
Retirement	13%	0%	19%	6%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

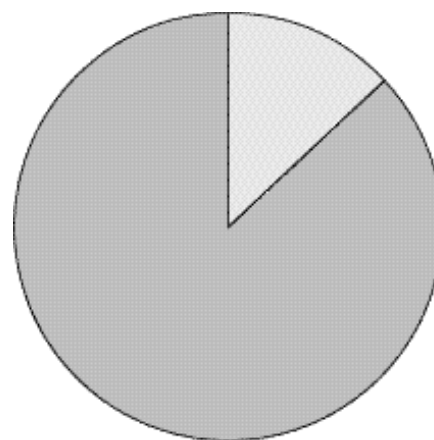
Full-time	40
Part-time	27
On-call	0
Seasonal	0

### Work Shifts

Day
Swing
Graveyard

## Employer Requirements

### Education



	88% Less than High School diploma
	13% High School diploma or equivalent
	0% Associate Degree (2yr)
	0% Bachelor Degree (4yr)
	0% Graduate Study

### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required	19%	56%	25%
------------------------------	-----	-----	-----

Previous experience required: 6 mos. on average

Training as a substitute for experience	29%	71%	0%
---	-----	-----	----

2 mos. of training on average can be substituted for experience.



# Maids and Housekeeping Cleaners

## Skills & Other Requirements

### Technical Skills

- Ability to operate commercial laundry machines
- Understanding of cleaning compounds and solutions
- Ability to operate commercial vacuum cleaners
- Ability to administer emergency first aid

### Physical Skills

- Ability to stand for prolonged periods
- Ability to lift at least 50 lbs.. repeatedly

### Personal or Other Skills

- Bondable
- Possession of a reliable vehicle
- Willingness to work with close supervision
- Ability to work independently

### Basic Skills

- Ability to follow oral instructions
- Ability to write legibly

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 29.3%

## Recruitment Methods

93%	Employee Referrals
60%	Newspaper Ads
47%	Other = Word-of-Mouth, Boards, Airport, Job Fairs, Flyers, Signs
20%	Walk-in Applicants
7%	Employment Development Department
7%	Private Employment Agencies
7%	Internet

## Projections

The projected growth for the period of 1997-2004 for **Maids and Housekeeping Cleaners** is 18.8% (average).  
The County Average Growth for all occupations is 18.4%.

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	6%	81%	13%
Projected over the next 24 months	0%	69%	31%

## Where the Jobs Are

- Hospitals
- Hotels and Motels
- Services to Buildings

## Size of Occupation

Size as of 1997=1,910 employed  
Large (993-2,149)

## Gender

Male	11%
Female	89%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Mechanical Engineers

OES 221350

Mechanical Engineers perform a variety of engineering work in the planning and designing of tools, engines, machines, and other mechanically functioning equipment; and oversee installation, operation, maintenance, and repair of such equipment, including centralized heat, gas, water, and steam systems. Please do not include Sales Engineers.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$10.00	\$19.18	\$19.18
New hires who are experienced	\$19.18	\$31.16	\$21.58
3 years with firm, experienced	\$20.00	\$38.36	\$28.77

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	60%	0%	20%	10%	0%	0%
Dental	50%	10%	20%	0%	0%	0%
Vision	40%	10%	20%	0%	0%	0%
Life	60%	10%	0%	0%	0%	0%
Sick Leave	80%	10%	0%	0%	0%	0%
Vacation	80%	10%	0%	0%	0%	0%
Retirement	50%	0%	20%	10%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

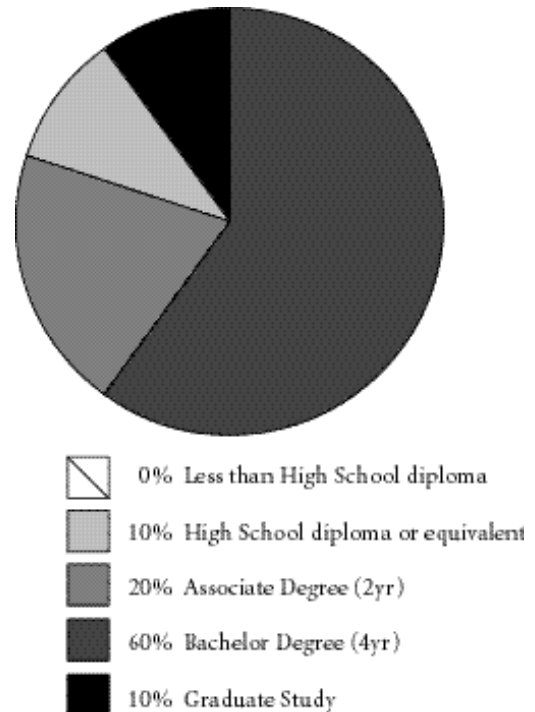
Full-time	40
Part-time	20
On-call	0
Seasonal	0

### Work Shifts

Day  
Swing  
Graveyard

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required	60%	20%	20%
------------------------------	-----	-----	-----

Previous experience required: 32 mos. on average

Training as a substitute for experience	25%	75%	0%
---	-----	-----	----

9 mos. of training on average can be substituted for experience.

# Mechanical Engineers

## Skills & Other Requirements

### Basic Skills

- Oral communication
- Ability to write legibly
- Ability to write effectively
- Ability to read and follow instructions
- Ability to work independently
- Ability to perform advanced mathematical computations
- Ability to do engineering programming
- Computer assisted design (CAD) skills
- Computer integrated manufacturing (CIM) skills
- Familiarity with computer application in research
- Knowledge of computer aided engineering
- Ability to work as part of a team
- Ability to work under pressure
- Willingness to work irregular hours
- Willingness to travel

### Computer Skills

- Word processing
- Spreadsheet
- AutoCAD

## Projections

The projected growth for the period of 1997-2004 for **Mechanical Engineers** is 25.6% (faster than average).

The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	0%	70%	30%
<b>Projected over the next 24 months</b>	0%	30%	70%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
<b>Fully experienced &amp; qualified</b>		X	
<b>Inexperienced</b>	X		

**Turnover** (Annual percentage rate of job turnover) = 19.8%

### Recruitment Methods

60%	Other = Word-of-Mouth
40%	Employee Referrals
40%	Newspaper Ads
40%	Internet
10%	Colleges/Universities

## Where the Jobs Are

- Communications Equipment
- Computer and Data Processing Services
- Computer and Office Equipment
- Engineering and Architectural Services
- Industrial Machinery, NEC
- Measuring and Controlling Devices
- Medical Instruments and Supplies
- Misc. Fabricated Metal Products
- Personnel Supply Services
- Research and Testing Services

## Size of Occupation

Size as of 1997=430 employed  
Small (496 and below)

### Gender

Male	90%
Female	10%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Paralegal Personnel

OES 283050

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$14.38	\$26.37	\$17.26
New hires who are experienced	\$6.25	\$29.97	\$19.18
3 years with firm, experienced	\$7.24	\$33.56	\$23.97

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	53%	7%	27%	0%	0%	0%
Dental	47%	7%	13%	0%	0%	0%
Vision	33%	7%	7%	0%	0%	0%
Life	27%	13%	7%	0%	0%	0%
Sick Leave	73%	13%	0%	0%	0%	0%
Vacation	67%	7%	13%	0%	0%	0%
Retirement	33%	0%	27%	7%	0%	0%
Child Care	0%	0%	7%	0%	7%	7%
Other*	7%	0%	0%	0%	0%	0%

\*Sabbatical

### Hours Worked per week (avg.)

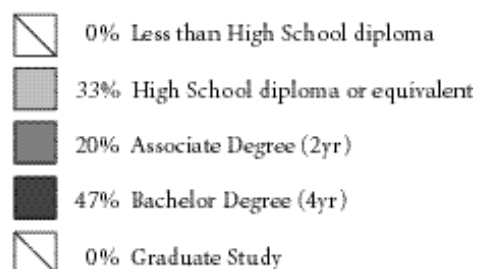
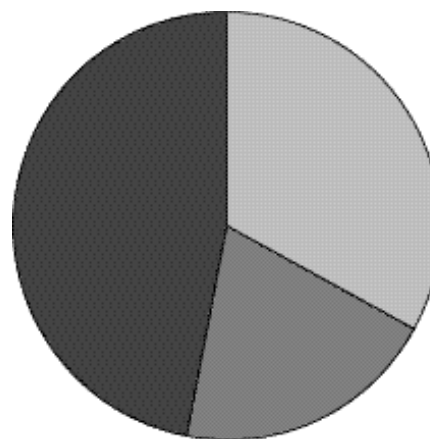
Full-time	32 - 40
Part-time	24
On-call	0
Seasonal	0

### Work Shifts

Day

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required	80%	20%	0%
------------------------------	-----	-----	----

Previous experience required: 27 mos. on average

Training as a substitute for experience	17%	83%	0%
---	-----	-----	----

6 mos. of training on average can be substituted for experience.

# Paralegal Personnel

## Skills & Other Requirements

### Technical Skills

- Understanding of court proceedings
- Investigative research skills
- Record keeping skills
- Certified Legal Assistant (CLA)
- Possession of a law degree (Juris Doctorate)
- Understanding of legal terms
- Ability to write effectively
- Problem solving skills

### Personal or Other Skills

- Ability to read and comprehend information quickly
- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

### Basic Skills

- Ability to read and follow instructions
- Basic math skills
- Oral communication skills
- Ability to write legibly

### Computer Skills

- Word processing
- Spreadsheet
- Database
- Lexus

## Projections

The projected growth for the period of 1997-2004 for **Paralegal Personnel** is 38.2% (much faster than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	93%	7%
Projected over the next 24 months	0%	87%	13%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 8.5%

### Recruitment Methods

79%	Employee Referrals
36%	Newspaper Ads
29%	Other = Word-of-Mouth, Head-hunters
21%	Private Employment Agencies
7%	Internet
7%	Colleges/Universities
7%	School, Program Referrals

## Where the Jobs Are

- Legal Services
- Local Government, Excluding Hospital and Education

## Size of Occupation

Size as of 1997=340 employed  
Small (496 and below)

### Gender

Male	13%
Female	88%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Physicians' Assistants

OES 325110

Physicians' Assistants provide patient services under the direct supervision and responsibility of a doctor of medicine or osteopathy. They elicit detailed patient histories and do complete physical examinations, reach tentative diagnosis and order appropriate laboratory tests. This occupation requires certification by the National Commission on Certification of Physicians' Assistants and the California State Board of Medical Quality Assurance. Please do not include Nurses, or Ambulance Attendants whose training is limited to the application of first aid.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$10.00	\$32.00	\$30.26
New hires who are experienced	\$20.00	\$38.36	\$30.26
3 years with firm, experienced	\$24.00	\$47.95	\$37.82

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	67%	0%	22%	22%	0%	0%
Dental	67%	0%	22%	22%	0%	0%
Vision	56%	0%	11%	22%	11%	0%
Life	22%	0%	33%	11%	22%	0%
Sick Leave	89%	22%	0%	0%	0%	0%
Vacation	78%	22%	11%	0%	0%	0%
Retirement	11%	0%	33%	11%	33%	0%
Child Care	11%	0%	0%	0%	11%	11%
Other*	11%	0%	0%	0%	0%	0%

\*Tuition

### Hours Worked per week (avg.)

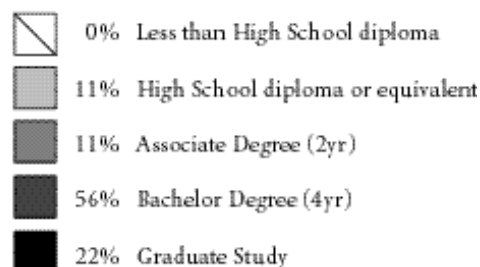
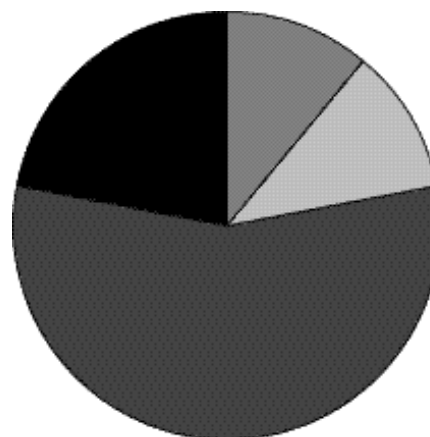
Full-time	32-40
Part-time	20
On-call	0
Seasonal	0

### Work Shifts

Day  
Swing  
Graveyard

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required	56%	11%	33%
------------------------------	-----	-----	-----

Previous experience required: 30 mos. on average

Training as a substitute for experience	25%	75%	0%
---	-----	-----	----

18 mos. of training on average can be substituted for experience.

# Physicians' Assistants

## Skills & Other Requirements

### Technical Skills

- Ability to administer injections
- Ability to administer medications
- Ability to interview others for information
- Ability to record conditions of patients
- Ability to maintain progress notes and treatment summaries
- Ability to assist with examination
- Ability to maintain an appointment calendar

### Physical Skills

- Good vision
- Good hearing
- Possession of emotional stability
- Ability to stand continuously for 2 hours or more

### Personal or Other Skills

- Ability to relate to patients
- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

### Basic Skills

- Basic math skills
- Oral communication skills
- Ability to write legibly
- Ability to read and follow instructions

### Computer Skills

- Word processing

## Projections

The projected growth for the period of 1997-2004 for **Physician's Assistants** is 33.3% (much faster than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	78%	22%
Projected over the next 24 months	0%	89%	11%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 13.0%

### Recruitment Methods

88%	Employee Referrals
63%	Newspaper Ads
38%	Other = Word-of-Mouth
25%	Colleges/Universities
13%	Walk-in Applicants
13%	School, Program Referrals
13%	Trade Journals

## Where the Jobs Are

- General Medical and Surgical Hospitals
- Offices and Clinics of Medical Doctors

## Size of Occupation

Size as of 1997=90 employed  
Small (496 and below)

### Gender

Male	31%
Female	69%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Police Patrol Officers

OES 630140

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling specific area on foot or in a vehicle; directing traffic; issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court.

## Wages & Benefits

### Wages union

	Low	High	Median
New hires, no experience	\$19.03	\$28.56	\$25.58
New hires who are experienced	\$24.66	\$30.57	\$27.04
3 years with firm, experienced	\$27.04	\$34.72	\$29.77

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	87%	0%	7%	0%	0%	0%
Dental	87%	0%	7%	0%	0%	0%
Vision	67%	0%	7%	0%	0%	0%
Life	93%	0%	7%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	80%	0%	13%	0%	7%	0%
Child Care	7%	0%	7%	0%	7%	0%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

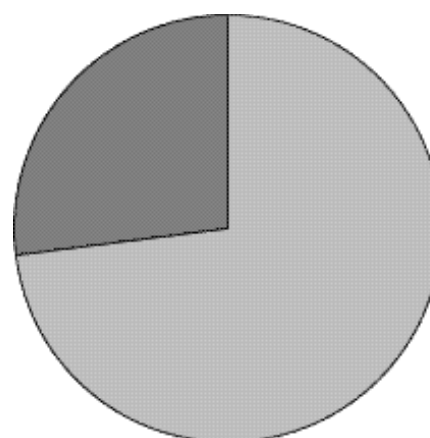
Full-time	40
On-call	0
Part-time	0
Seasonal	0

### Work Shifts

Day  
Swing  
Graveyard  
Other = Reserved Overtime

## Employer Requirements

### Education



- 0% Less than High School diploma
- 73% High School diploma or equivalent
- 27% Associate Degree (2yr)
- 0% Bachelor Degree (4yr)
- 0% Graduate Study

### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	-------------------------------

Previous experience required	0%	93%	7%
------------------------------------	----	-----	----

Previous experience required: 6 mos. on average

Training as a substitute for experience	0%	100%	0%
---	----	------	----



# Police Patrol Officers

## Skills & Other Requirements

### Technical Skills

- Ability to administer emergency first aid
- Possession of Firearms Qualification Card
- Ability to understand foreign accents
- Verbal presentation skills
- Ability to write effectively
- Analytical skills

### Physical Skills

- Ability to pass a pre-employment medical examination
- Ability to pass a physical performance test

### Personal or Other Skills

- Understanding of a variety of cultures
- Ability to read and comprehend information quickly
- Willingness to work with close supervision
- Ability to pass psychological interview
- Public contact skills
- Ability to work independently

### Basic Skills

- Ability to follow oral instructions
- Basic math skills
- Ability to write legibly
- Oral communication skills

### Computer Skills

- Word processing
- Spreadsheet

## Projections

The projected growth for the period of 1997-2004 for **Police Patrol Officers** is 24.7% (faster than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	0%	33%	67%
<b>Projected over the next 24 months</b>	0%	40%	60%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
<b>Fully experienced &amp; qualified*</b>			
<b>Inexperienced</b>			X
*Not Appropriate			

**Turnover** (Annual percentage rate of job turnover) = 10.2%

### Recruitment Methods

80%	Newspaper Ads
53%	Other = Job Fairs, Recruiting Seminars, Word-of-Mouth
47%	Employee Referrals
47%	Internet
13%	School, Program Referrals
13%	In-house Promotion or Transfer
7%	Colleges/Universities
7%	Union Hall Referrals
7%	Walk-in Applicants

## Where the Jobs Are

- Local Government, Except Hospital and Education

## Size of Occupation

Size as of 1997=730 employed  
Medium (497-992)

### Gender

Male	88%
Female	12%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Radiologic Technologists

OES 329190

Radiologic Technologists take X-rays and CAT scans or administer nonradioactive materials into patients blood stream for diagnostic purposes. Please include technologists who specialize in other modalities such as computed tomography, ultrasound, and magnetic resonance. Please include workers whose primary duties are to demonstrate portions of the human body on X-ray film or fluoroscopic screen.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$10.00	\$26.00	\$19.00
New hires who are experienced	\$16.00	\$30.00	\$21.00
3 years with firm, experienced	\$18.00	\$32.00	\$25.00

### Wages union

New hires, no experience	\$18.34	\$22.00	\$20.00
New hires who are experienced	\$20.14	\$25.00	\$23.01
3 years with firm, experienced	\$23.01	\$29.97	\$25.75

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	41%	24%	41%	18%	0%	0%
Dental	41%	24%	29%	12%	0%	0%
Vision	35%	24%	24%	12%	0%	0%
Life	35%	24%	12%	6%	6%	6%
Sick Leave	71%	47%	0%	0%	0%	0%
Vacation	76%	47%	0%	0%	0%	0%
Retirement	24%	24%	24%	12%	24%	6%
Child Care	6%	6%	0%	0%	6%	6%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

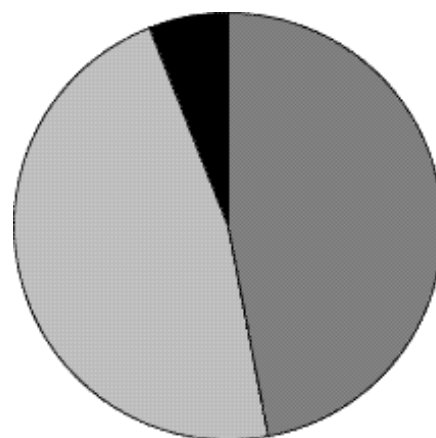
Full-time	40
Part-time	22
On-call	11
Seasonal	0






### Work Shifts

Day  
Swing  
Graveyard

## Employer Requirements

### Education



-  0% Less than High School diploma
-  47% High School diploma or equivalent
-  47% Associate Degree (2yr)
-  0% Bachelor Degree (4yr)
-  6% Graduate Study

### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required	41%	53%	6%
------------------------------	-----	-----	----

Previous experience required: 14 mos. on average

Training as a substitute for experience	0%	100%	0%
---	----	------	----

# Radiologic Technologists

## Skills & Other Requirements

### Technical Skills

- Knowledge of algebra
- Knowledge of geometry
- Ability to use film developing equipment
- Record keeping skills
- Ability to follow fluoroscopic imaging procedures and perform fluoroscopic simulation
- Ability to administer magnetic resonance imaging
- Ultrasound scanning skills
- CT scanning skills
- Ability to use a dosimeter
- Ability to perform fluoroscopic simulation
- Ability to follow safe equipment operating practices
- Ability to apply transferring techniques moving patients
- ARRT Registration
- Possession of a State CRT Certificate
- Ability to write effectively
- Knowledge of medical terminology
- Ability to detect abnormal signs or reactions in patients

### Physical Skills

- Ability to lift and move patients
- Ability to stand continuously for 2 or more hours

### Personal or Other Skills

- Willingness to work with close supervision
- Public contact skills
- Ability to work independently
- Ability to work under pressure

### Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

## Projections

The projected growth for the period of 1997-2004 for **Radiologic Technologists** is 8.7% (slower than average). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	71%	29%
Projected over the next 24 months	0%	65%	35%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 17.1%

### Recruitment Methods

59%	Newspaper Ads
35%	Employee Referrals
35%	Internet
29%	Colleges/Universities
18%	Other = Word-of-Mouth
12%	School, Program Referrals
6%	Walk-in Applicants
6%	In-house Promotion or Transfer
6%	Private Employment Agencies

## Where the Jobs Are

- Hospitals
- Offices and Clinics of Medical Doctors

## Size of Occupation

Size as of 1997=230 employed

Small (496 and below)

### Gender

Male	31%
Female	69%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Reservation and Transportation Ticket Agents

OES 538050

Reservation and Transportation Ticket Agents make and confirm reservations for passengers and sell tickets for transportation agencies such as airlines, bus companies, railroads, and steamship lines. They may check baggage and direct passengers to designated concourse, pier, or track. Please do not include workers who sell tickets for subways, city buses, ferryboats, and street railways.

## Wages & Benefits

### Wages union and non-union

	Low	High	Median
New hires, no experience	\$10.00	\$13.00	\$10.07
New hires who are experienced	\$10.00	\$16.00	\$11.00
3 years with firm, experienced	\$10.65	\$21.58	\$13.00

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	67%	27%	27%	20%	7%	7%
Dental	60%	20%	33%	27%	7%	7%
Vision	40%	20%	27%	20%	7%	7%
Life	60%	40%	7%	7%	0%	0%
Sick Leave	87%	40%	7%	7%	0%	0%
Vacation	87%	33%	7%	7%	0%	0%
Retirement	60%	33%	20%	13%	7%	7%
Child Care	0%	0%	7%	0%	13%	13%
Other	7%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

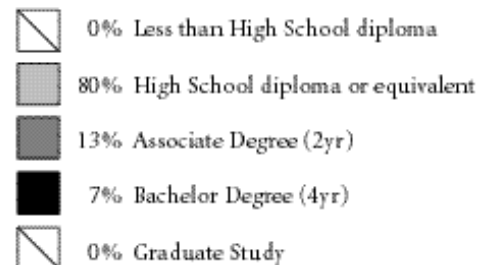
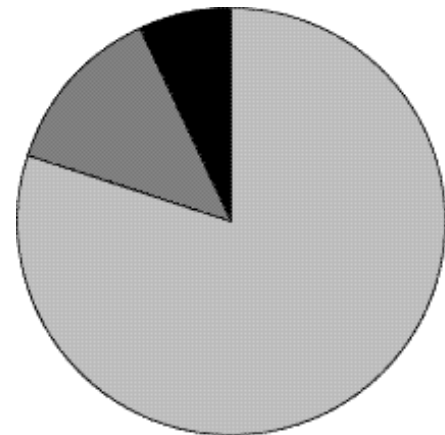
Full-time	40
Part-time	23
On-call	0
Seasonal	0

### Work Shifts

Day  
Swing

## Employer Requirements

### Education



### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	-------------------------------

Previous experience required	67%	27%	7%
------------------------------------	-----	-----	----

Previous experience required: 34 mos. on average

Training as a substitute for experience	0%	100%	0%
---	----	------	----

# Reservation and Transportation Ticket Agents

## Skills & Other Requirements

### Technical Skills

- Ability to apply sales techniques
- Knowledge of microcomputer hardware and operating systems
- Knowledge of geography
- Ability to arrange travel schedules and reservations
- Ability to perform detailed clerical work
- Telephone answering skills
- Ability to write effectively
- Ability to type 45 wpm

### Personal or Other Skills

- Bondable
- Public contact skills
- Willingness to work with close supervision
- Ability to work independently

### Basic Skills

- Basic math skills
- Oral communication skills
- Ability to write legibly
- Ability to read and follow instructions

### Computer Skills

- Word processing
- Spreadsheet
- Database
- Ability to use Sabre
- Ability to use Apollo
- Ability to use PARS
- Ability to use DATAS 11

## Projections

The projected growth for the period of 1997-2004 for **Reservation and Transportation Ticket Agents** is 1.2% (remain stable). The County Average Growth for all occupations is 18.4%.

### Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	7%	60%	33%
<b>Projected over the next 24 months</b>	0%	80%	20%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
<b>Fully experienced &amp; qualified</b>		X	
<b>Inexperienced</b>			X

**Turnover** (Annual percentage rate of job turnover) = 28.9%

### Recruitment Methods

62%	Employee Referrals
62%	Newspaper Ads
31%	Internet
23%	Private Employment Agencies
15%	Other = Travel Academy, Word-of-Mouth
8%	Walk-in Applicants
8%	School, Program Referrals

## Where the Jobs Are

- Air Transportation, Scheduled
- Travel Agencies

## Size of Occupation

Size as of 1997=2,580 employed  
Very Large (2,150 and above)

### Gender

Male	30%
Female	70%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*

# Teachers - Secondary School

OES 313080

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Please include vocational high school teachers. Please do not include special education teachers who teach only students with disabilities.

## Wages & Benefits

### Wages non-union

	Low	High	Median
New hires, no experience	\$7.00	\$19.18	\$16.70
New hires who are experienced	\$11.99	\$20.00	\$18.67
3 years with firm, experienced	\$12.59	\$22.29	\$19.69

### Wages: union

New hires, no experience	\$15.34	\$22.37	\$17.80
New hires who are experienced	\$16.54	\$25.57	\$19.18
3 years with firm, experienced	\$16.78	\$25.57	\$19.18

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

### Benefits

	Employer Pays		Shared Cost		Employee Pays All	
	f/t	p/t	f/t	p/t	f/t	p/t
Medical	80%	33%	7%	13%	0%	0%
Dental	80%	33%	7%	13%	0%	0%
Vision	53%	13%	13%	13%	0%	0%
Life	53%	13%	7%	13%	0%	0%
Sick Leave	80%	40%	0%	7%	0%	0%
Vacation	53%	20%	0%	7%	0%	0%
Retirement	40%	13%	20%	13%	0%	0%
Child Care	7%	7%	7%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%

### Hours Worked per week (avg.)

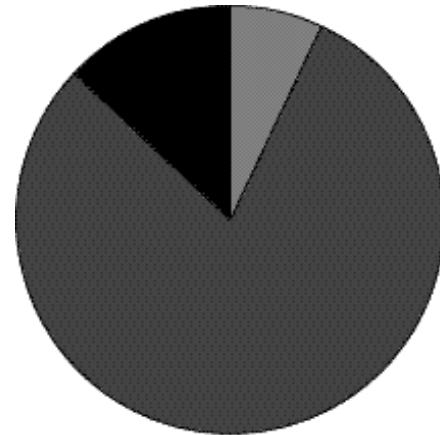
Full-time	30-40
Part-time	20
On-call	5
Seasonal	0






### Work Shifts

Day

## Employer Requirements

### Education



-  0% Less than High School diploma
-  0% High School diploma or equivalent
-  7% Associate Degree (2yr)
-  80% Bachelor Degree (4yr)
-  13% Graduate Study

### Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	-------------------------------

Previous experience required	27%	53%	20%
------------------------------------	-----	-----	-----

Previous experience required: 20 mos. on average

Training as a substitute for experience	57%	43%	0%
---	-----	-----	----

14 mos. of training on average can be substituted for experience.

# Teachers - Secondary School

## Skills & Other Requirements

### Technical Skills

- Audiovisual teaching skills
- Supervisory skills
- Classroom management skills
- Record keeping skills
- Ability to administer emergency first aid
- Ability to perform advanced mathematical computations
- Ability to write effectively
- Problem solving skills

### Personal or Other Skills

- Understanding of a variety of cultures
- Possession of a clean police record
- Willingness to work with close supervision
- Public contact skills
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

### Basic Skills

- Basic math skills
- Oral communication skills
- Ability to write legibly

### Computer Skills

- Word processing

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced		X	

**Turnover** (Annual percentage rate of job turnover) = 15.8%

## Recruitment Methods

57%	Employee Referrals
50%	Newspaper Ads
43%	Other = Word-of-Mouth, Job Fairs
36%	Internet
36%	Private Employment Agencies
14%	School, Program Referrals
14%	Colleges/Universities
7%	Walk-in Applicants

## Projections

The projected growth for the period of 1997-2004 for **Teachers – Secondary School** is 15.6% (slower than average). The County Average Growth for all occupations is 18.4%.

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
<b>During the last 12 months</b>	0%	60%	40%
<b>Projected over the next 24 months</b>	0%	47%	53%

## Where the Jobs Are

- Elementary and Secondary Schools

## Size of Occupation

Size as of 1997=1,540 employed

Large (993-2,149)

## Gender

Male	47%
Female	53%

*Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.*





## Appendix A: Training Providers by Occupation

---

Use this appendix in conjunction with appendix B to get more detailed information about the training providers listed. NOVA does not endorse any of the following training providers.

### **Adjustment Clerks**

American Business College International  
Cañada College  
Jefferson Adult School  
San Mateo Adult School  
Sequoia Adult School  
Skyline College

### **Aircraft Mechanics**

### **Cardiology Technologists**

### **Cashiers**

San Mateo Adult School

### **Combined Food Preparation and Service Workers**

Opportunities Industrialized Center West  
Sequoia Adult School

### **Computer Aided Design (CAD) Technicians**

Cañada College  
College of San Mateo

### **Computer Engineers**

American Business College International  
A Plus Learning Center  
Cañada College  
CompUSA Super Training Center  
Computer College Silicon Valley  
Menlo College  
Notre Dame de Namur University  
Opportunities Industrialized Center West  
San Mateo Adult School  
San Mateo Regional Occupational Program (ROP)  
Skyline College

### **Computer Network Technicians**

American Business College International  
A Plus Learning Center  
Cañada College  
CompUSA Super Training Center  
Computer College Silicon Valley  
Menlo College

Notre Dame de Namur University  
Opportunities Industrialization Center West  
San Mateo Adult School  
San Mateo Regional Occupational Program (ROP)  
Skyline College

### **Construction Managers**

Anthony Schools of San Francisco Peninsula  
College of San Mateo  
Contractors State License Schools  
San Mateo Adult School

### **Counter and Rental Clerks**

San Mateo Adult School

### **Dieticians and Nutritionists**

### **Financial Managers**

Cañada College  
Jefferson Adult School  
San Mateo Adult School  
Sequoia Adult School  
Skyline College

### **First Line Supervisors and Manager/Supervisors-Sales and Related Occupations**

Cañada College  
Menlo College  
Notre Dame de Namur University  
Skyline College  
South San Francisco Adult School

### **Flight Attendants**

Cañada College

### **Graphic Designers**

American Business College International  
Computer College Silicon Valley  
Computer Resource Center  
Notre Dame de Namur University  
Opportunities Industrialized Center West

## Appendix A: Training Providers by Occupation

---

### **Heating, Air-Conditioning, and Refrigeration Mechanics and Installers**

College of San Mateo

### **Teachers – Secondary School**

Cabrillo Adult School

Cañada College

Jefferson Adult School

### **Internet Web Site Designers/Developers (Webmasters)**

A Plus Learning Center

Cañada College

CompUSA Super Training Center

Computer College Silicon Valley

Computer Resource Center

Menlo College

Notre Dame de Namur University

Opportunities Industrialization Center West

San Mateo Adult School

San Mateo Regional Occupational Program (ROP)

Skyline College

### **Maids and Housekeeping Cleaners**

Sequoia Adult School

### **Mechanical Engineers**

Cañada College

College of San Mateo

### **Paralegal Personnel**

Cañada College

Skyline College

### **Physician's Assistants**

### **Police Patrol Officers**

Jackson Arms

### **Radiologic Technologists**

Cañada College

Mills-Peninsula Hospital School of Radiologic

Technology

### **Reservation and Transportation Ticket Agents**

Cañada College

## Appendix B: Training Providers by Index

---

**A** A Plus Learning Center  
611 South B Street, Suite 1  
San Mateo, CA 94401  
Phone: (650) 401-8888  
Fax: (650) 401-8890

American Business College International  
6755 Mission Street  
Daly City, CA 94014  
Phone: (650) 755-9191  
Fax: (650) 757-8297  
Website: [www.americanbci.com](http://www.americanbci.com)

Anthony Schools of San Francisco Peninsula  
1155 Chess Drive  
Foster City, CA 94404  
Phone: (650) 570-2284  
Fax: (650) 570-2243  
Website: [www.anthonysfc.com](http://www.anthonysfc.com)

**C** Cabrillo Adult School  
498 Kelly Avenue  
Half Moon Bay, CA 94019  
Phone: (650) 712-7224  
Fax: (650) 712-7225  
Website:  
[www.coastside.net/cusd/ae/adulted.htm](http://www.coastside.net/cusd/ae/adulted.htm)

Cañada College  
4200 Farm Hill Boulevard  
Redwood City, CA 94061  
Phone: (650) 306-3100  
Fax: (650) 306-3457  
Website: [www.canadacollege.net](http://www.canadacollege.net)

College of San Mateo  
1700 West Hillsdale Boulevard  
San Mateo, CA 94402  
Phone: (650) 574-6161  
Fax: (650) 574-6680  
Website: [www.gocsm.net](http://www.gocsm.net)

Color Style Institute  
1035 Tehama Avenue  
Menlo Park, CA 94025  
Phone: (650) 321-5997  
Fax: (650) 321-1168

CompUSA Super Training Center  
1250 El Camino Real  
San Bruno, CA 94066  
Phone: (650) 244-4730  
Fax: (650) 244-4755  
Website: [www.compusa.com/training](http://www.compusa.com/training)

Computer College Silicon Valley  
1733 Woodside Road, Suite 335  
Redwood City, CA 94061  
Phone: (650) 369-3648  
Website: [www.ccsv.com](http://www.ccsv.com)

Computer Resource Center  
1065 East Hillsdale Boulevard, Suite 404  
San Mateo, CA 94404  
Phone: (650) 321-5997  
Fax: (650) 321-1168

Contractors State License Schools  
101-B Hickey Boulevard  
South San Francisco, CA 94080  
Phone: (650) 755-5582  
Fax: (650) 755-5598  
Website: [www.csls.com](http://www.csls.com)

**G** Golden Gate School of Professional  
Photography  
Mailing address: PO Box F  
San Mateo, CA 94401  
Physical address: Various rental sites in  
California  
Phone: (650) 548-0889  
Fax: (650) 347-3141  
Website: [www.goldengateschool.org](http://www.goldengateschool.org)

**H** H&R Block Tax School  
99 El Camino Real  
San Carlos, CA 94070  
Phone: (650) 592-2013  
Fax: (650) 592-2060  
Website: [www.hrblock.com](http://www.hrblock.com)

Hospital Consortium Education Network  
1600 Trousdale Drive  
Burlingame, CA 94010  
Phone: (650) 696-7860  
Fax: (650) 696-7864  
Website: [www.hospitalconsort.org](http://www.hospitalconsort.org)

## Appendix B: Training Providers by Index

---

- I** Intrax English Institute at Menlo College  
1000 El Camino Real  
Atherton, CA 94027  
Phone: (650) 543-3948  
Fax: (650) 543-4104  
Website: [www.intrax-english.com](http://www.intrax-english.com)
- J** Jackson Arms  
710 Dubuque Avenue  
South San Francisco, CA 94080  
Phone: (650) 588-4209  
Fax: (650) 588-1845  
Website: [www.jacksonarms.com](http://www.jacksonarms.com)
- Jefferson Adult School  
699 Serramonte Boulevard, Suite 11  
Daly City, CA 94015  
Phone: (650) 550-7890  
Fax: (650) 550-7890  
Website: [www.juhisd.k12.ca.us](http://www.juhisd.k12.ca.us)
- L** LC Translation & Consulting Center  
611 South B Street, Suite 1  
San Mateo, CA 94401  
Phone: (650) 342-5959  
Fax: (650) 401-8890
- M** Menlo College  
1000 El Camino Real  
Atherton, CA 94027  
Phone: (650) 543-3723  
Fax: (650) 617-2394  
Website: [www.menlo.edu](http://www.menlo.edu)  
Email: [admissions@menlo.edu](mailto:admissions@menlo.edu)
- Mills-Peninsula Hospital School of Radiologic Technology  
1783 El Camino Real  
Burlingame, CA 94010  
Phone: (650) 696-5519  
Fax: (650) 696-5280  
Website: [www.millspeninsula.org](http://www.millspeninsula.org)
- N** Notre Dame de Namur University  
1500 Ralston Avenue  
Belmont, CA 94002  
Phone: (650) 593-1601  
Fax: (650) 508-3736  
Website: [www.ndnu.edu](http://www.ndnu.edu)
- NCP Vocational School  
881 Sneath Lane, #201  
San Bruno, CA 94066  
Phone: (650) 871-0701  
Fax: (650) 871-0703  
Website: [www.ncpvocational.com](http://www.ncpvocational.com)  
Email: [milojocson@ncpvocational.com](mailto:milojocson@ncpvocational.com)
- O** Opportunities Industrialization Center West  
1200 O'Brien Drive  
Menlo Park, CA 94025  
Phone: (650) 322-8431  
Fax: (650) 324-3419  
Website: [www.oicw.org](http://www.oicw.org)  
Email: [info@oicw.org](mailto:info@oicw.org)
- P** Providence Vocational School  
189 School Street  
Daly City, CA 94014  
Phone: (650) 991-2309  
Fax: (650) 991-2047
- S** Saint Patrick's Seminary  
320 Middlefield Road  
Menlo Park, CA 94025  
Phone: (650) 325-5621  
Fax: (650) 322-0997  
Website: [www.stpatricksseminary.org](http://www.stpatricksseminary.org)  
Email: [info@stpatricksseminary.org](mailto:info@stpatricksseminary.org)
- San Mateo Adult School  
789 East Poplar Avenue  
San Mateo, CA 94401  
Phone: (650) 558-2100  
Fax: (650) 762-0232  
Website: [www.smace.org](http://www.smace.org)  
Email: [Bharper@smuhisd.k12.ca.us](mailto:Bharper@smuhisd.k12.ca.us)
- San Mateo Regional Occupational Program (ROP)  
101 Twin Dolphin Drive  
Redwood City, CA 94065-1064  
Phone: (650) 802-5400  
Fax: (650) 802-5414
- Sequoia Adult School  
3247 Middlefield Road  
Menlo Park, CA 94025  
Phone: (650) 306-8866  
Fax: (650) 365-2420  
Website: [www.seq.org](http://www.seq.org)

## Appendix B: Training Providers by Index

---

Skyline College  
3300 College Drive  
San Bruno, CA 94066  
Phone: (650) 738-4100  
Fax: (650) 738-4200  
Website: [www.smccd.cc.ca.us/smccd/skyline/skyline.html](http://www.smccd.cc.ca.us/smccd/skyline/skyline.html)

South San Francisco Adult School  
825 Southwood Drive  
South San Francisco, CA 94080  
Phone: (650) 877-8844  
Fax: (650) 877-8786

**W** Wallin's Dive Center  
1119 Industrial Road, #7  
San Carlos, CA 94070  
Phone: (650) 591-5641  
Fax: (650) 591-5924

World Learning Business Solutions  
610 Elm Street, #203  
San Carlos, CA 94070  
Phone: (650) 596-9629  
Fax: (650) 596-0128  
Website: [www.worldlearning/solutions.com](http://www.worldlearning/solutions.com)

**Z** Zephyr Business Services  
1660 South Amphlett Boulevard, #116  
San Mateo, CA 94402  
Phone: (650) 655-2405  
Fax: (650) 655-2406  
Website: [www.zephyr-tec.com](http://www.zephyr-tec.com)  
Email: [kbodeh@zephyr-tec.com](mailto:kbodeh@zephyr-tec.com)



# San Mateo County Training Directory

A Plus Learning Center	American Business College International
<p>611 South B Street, Suite 1  San Mateo, CA 94401  Phone: (650) 401-8888  Fax: (650) 401-8890</p>	<p>6755 Mission Street  Daly City, CA 94014  Phone: (650) 755-9191  Fax: (650) 757-8297  Website: <a href="http://www.americanbci.com">www.americanbci.com</a></p>
<p><b><u>Services Offered</u></b></p> <p>Career Development  Counseling  Open Entry/Open Exit  ESL Services</p> <p><b><u>Programs Offered</u></b></p> <p>Basic Skills Training  Computers  English as a Second Language  Writing</p>	<p><b><u>Services Offered</u></b></p> <p>Job Placement Assistance  Veteran Approved  Career Development  Counseling  Open Entry/Open Exit</p> <p><b><u>Programs Offered</u></b></p> <p>Accounting Support  Computer Repair/Network Technician  Graphic Design Support/Desktop Publishing  Medical Lab Assistant with Computers  Medical Office Support  Office Support  Special Computer Software Training</p>

# San Mateo County Training Directory

## Anthony Schools of San Francisco Peninsula

1155 Chess Drive  
Foster City, CA 94404  
Phone: (650) 570-2284  
Fax: (650) 570-2243  
Website: [www.anthonyfc.com](http://www.anthonyfc.com)

### Services Offered

Career Development  
Open Entry/Open Exit  
Distance/On-line Learning

### Programs Offered

Construction and Building Finishers and Managers  
Real Estate

## Cabrillo Adult School

498 Kelly Avenue  
Half Moon Bay, CA 94019  
Phone: (650) 712-7224  
Fax: (650) 712-7225  
Website: [www.cabrillo.k12.ca.us](http://www.cabrillo.k12.ca.us)

### Services Offered

ESL Services

### Programs Offered

Basic Computer  
Citizenship  
Education  
English Language and Literature  
General Office/Clerical and Typing Services  
High School/Secondary Diplomas  
Parenting  
Spanish Language and Literature



# San Mateo County Training Directory

Cañada College	College of San Mateo																																												
4200 Farm Hill Boulevard Redwood City, CA 94061 Phone: (650) 306-3100 Fax: (650) 306-3457 Website: www.canadacollege.net	1700 West Hillsdale Boulevard San Mateo, CA 94402 Phone: (650) 574-6161 Fax: (650) 574-6680 Website: www.gocsm.net																																												
<p><b><u>Services Offered</u></b></p> Financial Aid Veteran Approved On-Site Child Care Career Development Counseling Open Entry/Open Exit Distance/On-line Learning ESL Services	<p><b><u>Services Offered</u></b></p> Financial Aid Job Placement Assistance Veteran Approved On-Site Child Care Career Development Counseling Open Entry/Open Exit Distance/On-line Learning ESL Services																																												
<p><b><u>Programs Offered</u></b></p> <table> <tr> <td>Accounting</td><td>Paralegal</td></tr> <tr> <td>Anthropology</td><td>Philosophy</td></tr> <tr> <td>Art</td><td>Physical Education</td></tr> <tr> <td>Biology</td><td>Physics</td></tr> <tr> <td>Business Admin. &amp; Mgmt.</td><td>Political Science</td></tr> <tr> <td>Chemistry</td><td>Psychology</td></tr> <tr> <td>Computer Info. Sciences &amp; Sys.</td><td>Radiologic Technology</td></tr> <tr> <td>Drama</td><td>Social Sciences</td></tr> <tr> <td>Early Childhood Education</td><td>Sociology</td></tr> <tr> <td>Economics</td><td>Speech</td></tr> <tr> <td>Engineering</td><td>Travel Industry</td></tr> <tr> <td>English</td><td>University Studies</td></tr> <tr> <td>Fashion Design</td><td></td></tr> <tr> <td>Foreign Language</td><td></td></tr> <tr> <td>Geography</td><td></td></tr> <tr> <td>History</td><td></td></tr> <tr> <td>Human Services</td><td></td></tr> <tr> <td>Information Technology</td><td></td></tr> <tr> <td>Interior Design</td><td></td></tr> <tr> <td>Liberal Arts</td><td></td></tr> <tr> <td>Mathematics</td><td></td></tr> <tr> <td>Music</td><td></td></tr> </table>	Accounting	Paralegal	Anthropology	Philosophy	Art	Physical Education	Biology	Physics	Business Admin. & Mgmt.	Political Science	Chemistry	Psychology	Computer Info. Sciences & Sys.	Radiologic Technology	Drama	Social Sciences	Early Childhood Education	Sociology	Economics	Speech	Engineering	Travel Industry	English	University Studies	Fashion Design		Foreign Language		Geography		History		Human Services		Information Technology		Interior Design		Liberal Arts		Mathematics		Music		<p><b><u>Programs Offered</u></b></p> Business Data Processing Construction/Building Inspector Drafting Health Services Administration Heating, Air Conditioning and Refrigeration Technologist/Technician Industrial Manufacturing Technician Machinist/Machine Technologist Nursing (RN Training) Pharmacology, Human and Animal Physical Sciences Plumber and Pipefitter Public Administration Sheet Metal Worker Welder/Welding Technologist
Accounting	Paralegal																																												
Anthropology	Philosophy																																												
Art	Physical Education																																												
Biology	Physics																																												
Business Admin. & Mgmt.	Political Science																																												
Chemistry	Psychology																																												
Computer Info. Sciences & Sys.	Radiologic Technology																																												
Drama	Social Sciences																																												
Early Childhood Education	Sociology																																												
Economics	Speech																																												
Engineering	Travel Industry																																												
English	University Studies																																												
Fashion Design																																													
Foreign Language																																													
Geography																																													
History																																													
Human Services																																													
Information Technology																																													
Interior Design																																													
Liberal Arts																																													
Mathematics																																													
Music																																													

# San Mateo County Training Directory

## Color Style Institute

1035 Tehama Avenue  
Menlo Park, CA 94025  
Phone: (650) 321-5997  
Fax: (650) 321-1168

### Services Offered

Counseling  
Open Entry/Open Exit

### Programs Offered

Image and Color Consulting

## CompUSA Super Training Center

1250 El Camino Real  
San Bruno, CA 94066  
Phone: (650) 244-4730  
Fax: (650) 244-4755  
Website: [www.compusa.com/training](http://www.compusa.com/training)

### Services Offered

Distance/On-line Learning

### Programs Offered

Computer and Information Sciences  
Computer Typography and Composition  
Equipment Operator

# San Mateo County Training Directory

Computer College Silicon Valley	Computer Resource Center
<p>1733 Woodside Road, Suite 335  Redwood City, CA 94061  Phone: (650) 369-3648  Website: www.ccsv.com</p>	<p>1065 East Hillsdale Boulevard, Suite 404  Foster City, CA 94404  Phone: (650) 573-9675  Fax: (650) 573-5317</p>
<p><b><u>Services Offered</u></b></p> <p>Job Placement Assistance  Career Development  Counseling  Open Entry/Open Exit  Distance/On-line Learning</p> <p><b><u>Programs Offered</u></b></p> <p>Computer Programming  Design and Visual Communications</p>	<p><b><u>Services Offered</u></b></p> <p>none</p> <p><b><u>Programs Offered</u></b></p> <p>Desktop Publishing Equipment Operator  Desktop Software and Web Development</p>

# San Mateo County Training Directory

Contractors State License Schools	Golden Gate School of Professional Photography
<p>101-B Hickey Boulevard  South San Francisco, CA 94080  Phone: (650) 755-5582  Fax: (650) 755-5598  Website: <a href="http://www.csllscorp.com">www.csllscorp.com</a></p>	<p>Mailing address: PO Box F  San Mateo, CA 94401  Physical address: Various rental sites in California  Phone: (650) 548-0889  Fax: (650) 347-3141  Website: <a href="http://www.goldengateschool.org">www.goldengateschool.org</a></p>
<p><b><u>Services Offered</u></b></p> <p>Counseling  Open Entry/Open Exit</p> <p><b><u>Programs Offered</u></b></p> <p>Contractor's State License Preparation  Estimating &amp; Blueprint Reading  Home Inspection</p>	<p><b><u>Services Offered</u></b></p> <p>Open Entry/Open Exit</p> <p><b><u>Programs Offered</u></b></p> <p>Photography</p>

# San Mateo County Training Directory

H&R Block Tax School	Hospital Consortium Education Network
99 El Camino Real San Carlos, CA 94070 Phone: (650) 592-2013 Fax: (650) 592-2060 Website: www.hrblock.com	1600 Trousdale Drive Burlingame, CA 94010 Phone: (650) 696-7860 Fax: (650) 696-7864 Website: www.hospitalconsort.org
<b><u>Services Offered</u></b> Job Placement Assistance  <b><u>Programs Offered</u></b> Taxation	<b><u>Services Offered</u></b> Open Entry/Open Exit  <b><u>Programs Offered</u></b> Health-Related Knowledge and Skills

# San Mateo County Training Directory

Jackson Arms	Jefferson Adult School
710 Dubuque Avenue South San Francisco, CA 94080 Phone: (650) 588-4209 Fax: (650) 588-1845 Website: www.jacksonarms.com	699 Serramonte Boulevard, Suite 11 Daly City, CA 94015 Phone: (650) 550-7890 Fax: (650) 755-8635 Website: www.juhsd.k12.ca.us
<b><u>Services Offered</u></b> Open Entry/Open Exit  <b><u>Programs Offered</u></b> Fire Protection, Other Security and Loss Prevention Services	<b><u>Services Offered</u></b> Open Entry/Open Exit ESL Services Veteran Approved  <b><u>Programs Offered</u></b> Accounting Technician Business Computer Facilities Operator Education General Office/Clerical and Typing Services General Studies

# San Mateo County Training Directory

LC Translation & Consulting Center	Menlo College
<p>611 South B Street, Suite 1  San Mateo, CA 94401  Phone: (650) 342-5959  Fax: (650) 401-8890</p>	<p>1000 El Camino Real  Atherton, CA 94027  Phone: (650) 543-3723  Fax: (650) 617-2394  Website: <a href="http://www.menlo.edu">www.menlo.edu</a>  Email: <a href="mailto:admissions@menlo.edu">admissions@menlo.edu</a></p>
<p><b><u>Services Offered</u></b></p> <p>Career Development  Counseling  Open Entry/Open Exit  ESL Services</p> <p><b><u>Programs Offered</u></b></p> <p>Chinese Cultural and Language Training</p>	<p><b><u>Services Offered</u></b></p> <p>Financial Aid  Counseling</p> <p><b><u>Programs Offered</u></b></p> <p>Business Administration and Management  Computer and Information Sciences  Humanities/Humanistic Studies  Psychology</p>

# San Mateo County Training Directory

Mills-Peninsula Hospital School of Radiologic Technology	Notre Dame de Namur University
<p>1783 El Camino Real Burlingame, CA 94010 Phone: (650) 696-5519 Fax: (650) 696-5280 Website: <a href="http://www.millspeninsula.org">www.millspeninsula.org</a></p>	<p>Belmont, CA 94002 Phone: (650) 593-1601 Fax: (650) 508-3736 Website: <a href="http://www.ndnu.edu">www.ndnu.edu</a></p>
<p><b><u>Services Offered</u></b></p> <p>Financial Aid</p> <p><b><u>Programs Offered</u></b></p> <p>Radiologic Technology</p>	<p><b><u>Services Offered</u></b></p> <p>Financial Aid Job Placement Assistance Veteran Approved Career Development Counseling ESL Services</p> <p><b><u>Programs Offered</u></b></p> <p>Art Art and Graphic Design Biochemistry Biology Business Administration Communication Computer Science English History Humanities Human Services Liberal Studies Marketing Communication Music Musical Theatre Philosophy Political Science Psychology Religious Studies Social Science Sociology Software Engineering and Management Theatre Arts</p>



# San Mateo County Training Directory

NCP Vocational School	Opportunities Industrialization Center West
<p>881 Sneath Lane, #201  San Bruno, CA 94066  Phone: (650) 871-0701  Fax: (650) 871-0703  Website: <a href="http://www.ncpvocational.com">www.ncpvocational.com</a>  Email: <a href="mailto:milojocson@ncpvocational.com">milojocson@ncpvocational.com</a></p>	<p>1200 O'Brien Drive  Menlo Park, CA 94025  Phone: (650) 322-8431  Fax: (650) 324-3419  Website: <a href="http://www.oicw.org">www.oicw.org</a>  Email: <a href="mailto:info@oicw.org">info@oicw.org</a></p>
<p><b><u>Services Offered</u></b></p> <p>Career Development  Counseling</p> <p><b><u>Programs Offered</u></b></p> <p>Anatomy  Nurse Assistant/Aide  Nursing, Other  Psychology</p>	<p><b><u>Services Offered</u></b></p> <p>Job Placement Assistance  On-Site Child Care  Career Development  Open Entry/Open Exit</p> <p><b><u>Programs Offered</u></b></p> <p>A+ Computer Repair Technician  Certified Nurse Assistant/Aide  Cisco Network Academy  Clerical Occupations  Computer Programming  Construction Trades, Other  Culinary Arts/Chef Training  Desktop Publishing Equipment Operator  Digital Publishing (Web Design)  Electrical and Electronics Equipment  Electronic Technician  General Office/Clerical and Typing Service  Installation  Oracle  Sun Network Academy  Telecommunication Technician</p>

# San Mateo County Training Directory

Providence Vocational School	Saint Patrick's Seminary
<p>189 School Street Daly City, CA 94014 Phone: (650) 991-2309 Fax: (650) 991-2047</p>	<p>320 Middlefield Road Menlo Park, CA 94025 Phone: (650) 325-5621 Fax: (650) 322-0997 Website: <a href="http://www.stpatricksseminary.org">www.stpatricksseminary.org</a> Email: <a href="mailto:info@stpatricksseminary.org">info@stpatricksseminary.org</a></p>
<p><b><u>Services Offered</u></b></p> <p>Career Development</p> <p><b><u>Programs Offered</u></b></p> <p>Acute Care Home Health Aide Nurse Assistant/Aide Phlebotomy</p>	<p><b><u>Services Offered</u></b></p> <p>Financial Aid Career Development</p> <p><b><u>Programs Offered</u></b></p> <p>Divinity/Ministry (B.D, M. Div.) Pastoral Counseling and Specialized Ministries Theology/Theological Studies</p>

# San Mateo County Training Directory

San Mateo Adult School	San Mateo Regional Occupational Program (ROP)
<p>789 East Poplar Avenue  San Mateo, CA 94401  Phone: (650) 558-2100  Fax: (650) 762-0232  Website: <a href="http://www.smace.org">www.smace.org</a>  Email: <a href="mailto:Bharper@smuhsd.k12.ca.us">Bharper@smuhsd.k12.ca.us</a></p>	<p>101 Twin Dolphin Drive  Redwood City, CA 94065- 1064  Phone: (650) 802-5400  Fax: (650) 802-5414</p>
<p><b><u>Services Offered</u></b></p> <p>Counseling</p> <p><b><u>Programs Offered</u></b></p> <p>A+ Certification  Accounting  Basic Skills  Building Finishers and Managers  Building/Property Maintenance and Manager  Carpenter  Cisco Network Engineer  Computer Typography and Composition  Equipment Operator  General Retailing Operations  Home Health Aide  Language  Network+  Nurse Assistant/Aide  PC Troubleshooting  Teaching English as a Second Language/Foreign  Upholsterer</p>	<p><b><u>Services Offered</u></b></p> <p>Financial Aid  Job Placement Assistance  Career Development  Counseling  Open Entry/Open Exit  ESL Services</p> <p><b><u>Programs Offered</u></b></p> <p>Accounting  A+ Certification  Carpenter  Cisco  Computer Applications for Business  EKG  Home Health Aide  Intro to Computers  Nursing Aide  Oracle Internet Academy  Phlebotomy  Sports Therapy and Fitness</p>

# San Mateo County Training Directory

## Sequoia Adult School

3247 Middlefield Road  
Menlo Park, CA 94025  
Phone: (650) 306-8866  
Fax: (650) 365-2420  
Website: [www.seq.org](http://www.seq.org)

### Services Offered

Financial Aid  
Job Placement Assistance  
Veteran Approved  
On-Site Child Care  
Career Development  
Counseling  
Open Entry/Open Exit  
Distance/On-line Learning  
ESL Services

### Programs Offered

Computer Facilities Operator  
Cooking and Other Domestic Skills  
Electrical and Electronics Equipment Installer  
and Repairer, General  
English Language and Literature  
Financial Planning  
General Education Development Testing (GED)  
Health Related Knowledge and Skills  
Reading  
Woodworkers  
Writing  
Parent Education

## Skyline College

3300 College Drive  
San Bruno, CA 94066  
Phone: (650) 738-4100  
Fax: (650) 738-4200  
Website: <http://skylinecollege.net>

### Services Offered

Financial Aid  
Job Placement Assistance  
Veteran Approved  
Career Development  
Counseling  
Open Entry/Open Exit  
Distance/On-line Learning  
ESL Services

### Programs Offered

Accounting  
Auto/Automotive Mechanic  
Business Administration Management  
Data Processing Services  
Computer and Information Sciences  
Electrical and Electronics Equipment Installer  
and Repairer, General  
Legal Administrative Assistant/Secretary  
Management Information Systems and Business  
Medical Assistant  
Physical Sciences  
Public Administration

# San Mateo County Training Directory

South San Francisco Adult School	Wallin's Dive Center
<p>825 Southwood Drive  South San Francisco, CA 94080  Phone: (650) 877-8844  Fax: (650) 877-8786</p>	<p>1119 Industrial Road, #7  San Carlos, CA 94070  Phone: (650) 591-5641  Fax: (650) 591-5924</p>
<p><b><u>Services Offered</u></b></p> <p>Job Placement Assistance  Veteran Approved  On-Site Child Care  Career Development  Counseling  Open Entry/Open Exit  ESL Services</p> <p><b><u>Programs Offered</u></b></p> <p>Administration of Special Education  Business Administration and Management, General  Electrical, Electronic and Communications  Engineering Tech./Technician  Licensed Vocational Nursing  Mathematics  Science, Technology in Society</p>	<p><b><u>Services Offered</u></b></p> <p>Open Entry/Open Exit</p> <p><b><u>Programs Offered</u></b></p> <p>Basic Level Diver  Diver (Professional)</p>

# San Mateo County Training Directory

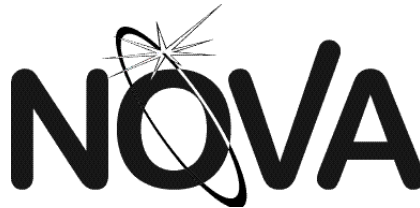
World Learning Business Solutions	Zephyr Business Services
<p>610 Elm Street, #203  San Carlos, CA 94070  Phone: (650) 596-9629  Fax: (650) 596-0128  Website: <a href="http://www.worldlearning.org/solutions">www.worldlearning.org/solutions</a></p>	<p>1660 South Amphlett Boulevard, #116  San Mateo, CA 94402  Phone: (650) 655-2405  Fax: (650) 655-2406  Website: <a href="http://www.zephyr-tec.com">www.zephyr-tec.com</a>  Email: <a href="mailto:kbodeh@zephyr-tec.com">kbodeh@zephyr-tec.com</a></p>
<p><b><u>Services Offered</u></b></p> <p>Career Development  Open Entry/Open Exit  Distance/On-line Learning  ESL Services</p> <p><b><u>Programs Offered</u></b></p> <p>English for Business  Other Languages Upon Request</p>	<p><b><u>Services Offered</u></b></p> <p>Veteran Approved  Open Entry/Open Exit</p> <p><b><u>Programs Offered</u></b></p> <p>Speech Recognition Software</p>

Produced for



**Human Services Agency**  
County of San Mateo

by



• Developing a Skilled Workforce for Silicon Valley •

A Service Administered by  
the City of Sunnyvale

